

C3520MFP/C3530MFP/MC350/MC360 Maintenance Manual

ODA/OEL/AOS

[Rev. 5]

Related drawings

Drawing No.	Name
43605601TL	C3520MFP/C3530MFP/MC350/MC360 Disassembly for Maintenance
43605601TR	C3520MFP/C3530MFP/MC350/MC360 RSPL

Related drawings

Drawing No.	Name
43163501TL	C3400n/C3300n Disassembly for Maintenance
43163501TR	C3400n/C3300n RSPL
43163501TH	C3400n/C3300n Maintenance Manual

BOM		Use for		Certification Body	
Rev	Date	DCO No.	Contents	Design	Approval
2	2007-04-05	SP7-3541	Correction of instruction	Hidekazu Ueda	Hideki Enomoto
3	2008-12-19	SCA-0009	Add maintenance parts, etc.	Emiko Baba	Koji Aida
4	2009-02-16	SCL-0048	Add destination of China-M	Kimiaki Ogawa	Yasuhiro shimizu
5	2009-03-23	SCL-0079	Add MC350/MC360	Kimiaki Ogawa	Yasuhiro shimizu
Approval		Design		Name	
Hideki Enomoto		Hidekazu Ueda		C3520MFP/C3530MFP/MC350/MC360	
Check				Maintenance Manual	
Date				Drawing No.	
2006-12-04		Oki Data Corporation		43605601TH	
				1 / 245	

Document Revision History

Rev.No.	Date	Corrected items			Person in charge
		No.	Page	Description of change	
1	2006-12-04			Issue	MDP23 Enomoto
2	2007-04-05			Added description about scanner cleaning and other descriptions. Corrected errors.	MDP23 Enomoto
3	2008-12-19	4.2.2.5 4.2.2.8	12, 44, 57, 58, 64, 65, 69, 92, 93	Add maintenance parts, etc.	PED11 Aida
4	2009-02-16	4.2.3.23	4, 16, 56, 94, 95, 233-236	Add destination of China-M	PED25 Shimizu
5	2009-03-23		All Pages	Add MC350/MC360	PED25 Shimizu

Preface

This manual explains the maintenance methods of C3520MFP/C3530MFP/MC350/MC360.

This manual is prepared for the maintenance person. In regard to the handling methods of C3520MFP/C3530MFP/MC350/MC360, please refer to the User's Manual.

- Note!**
- Contents of this manual is subject to change without notice.
 - While all reasonable efforts have been made to make this document as accurate and helpful as possible, we make no warranty of any kind, expressed or implied, as to the accuracy of the information contained herein. Oki Data assumes no responsibility to the damages caused or claimed to have been caused by the user as a result of repair, adjustment and/or change using this manual.
 - Parts of this product are delicate and can be damaged unless properly handled. We strongly recommend the user to maintain the product at the hand of the registered maintenance person of our company
 - Before starting the maintenance work, please neutralize the static electricity.

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1 CONFIGURATION

1.1 System Configuration

C3530MFP/MC360

The system configuration of this product is shown in Figure 1-1-1.

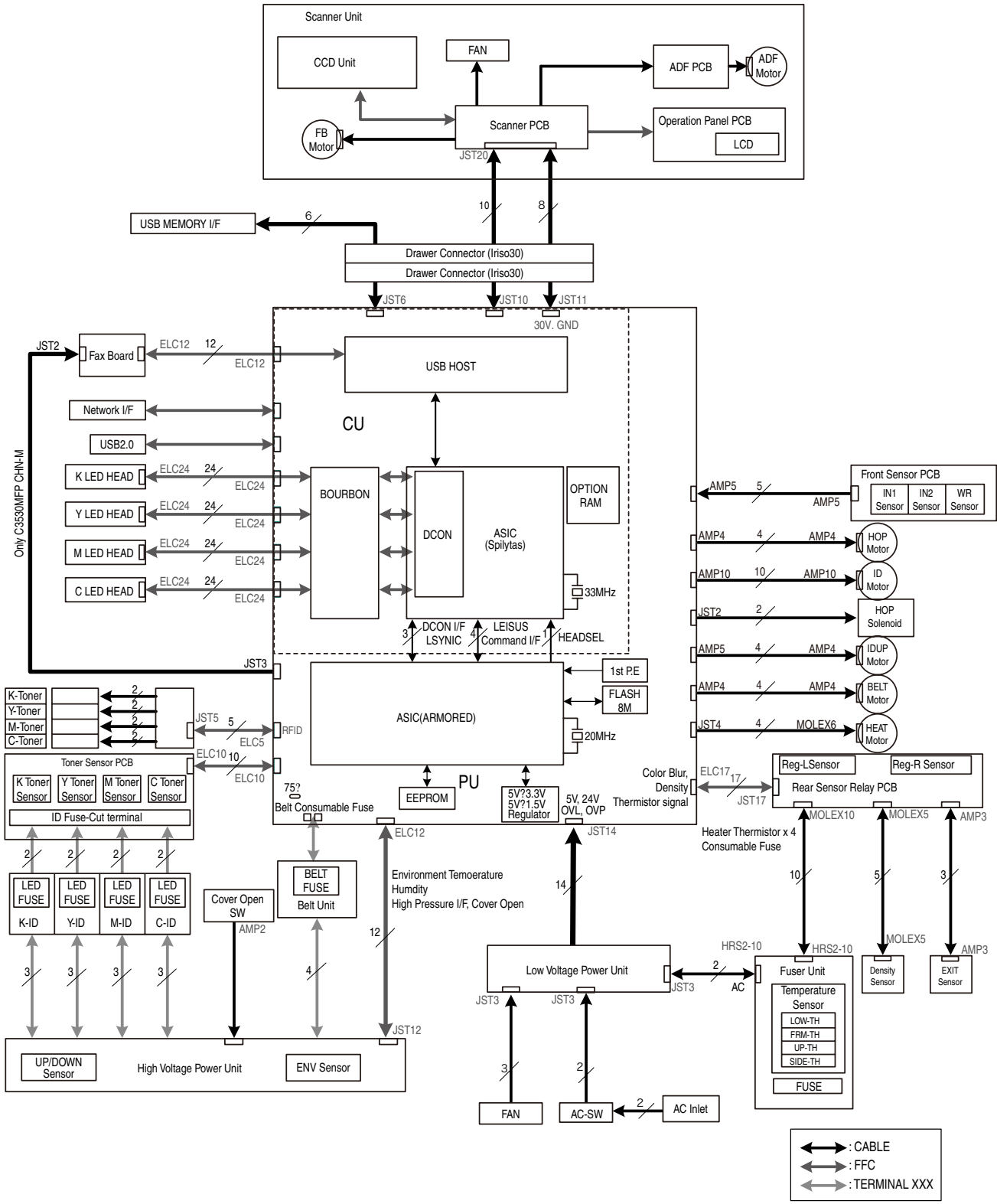


Figure 1-1-1

C3520MFP/MC350

System configuration of this product is shown in Figure 1-1-2.

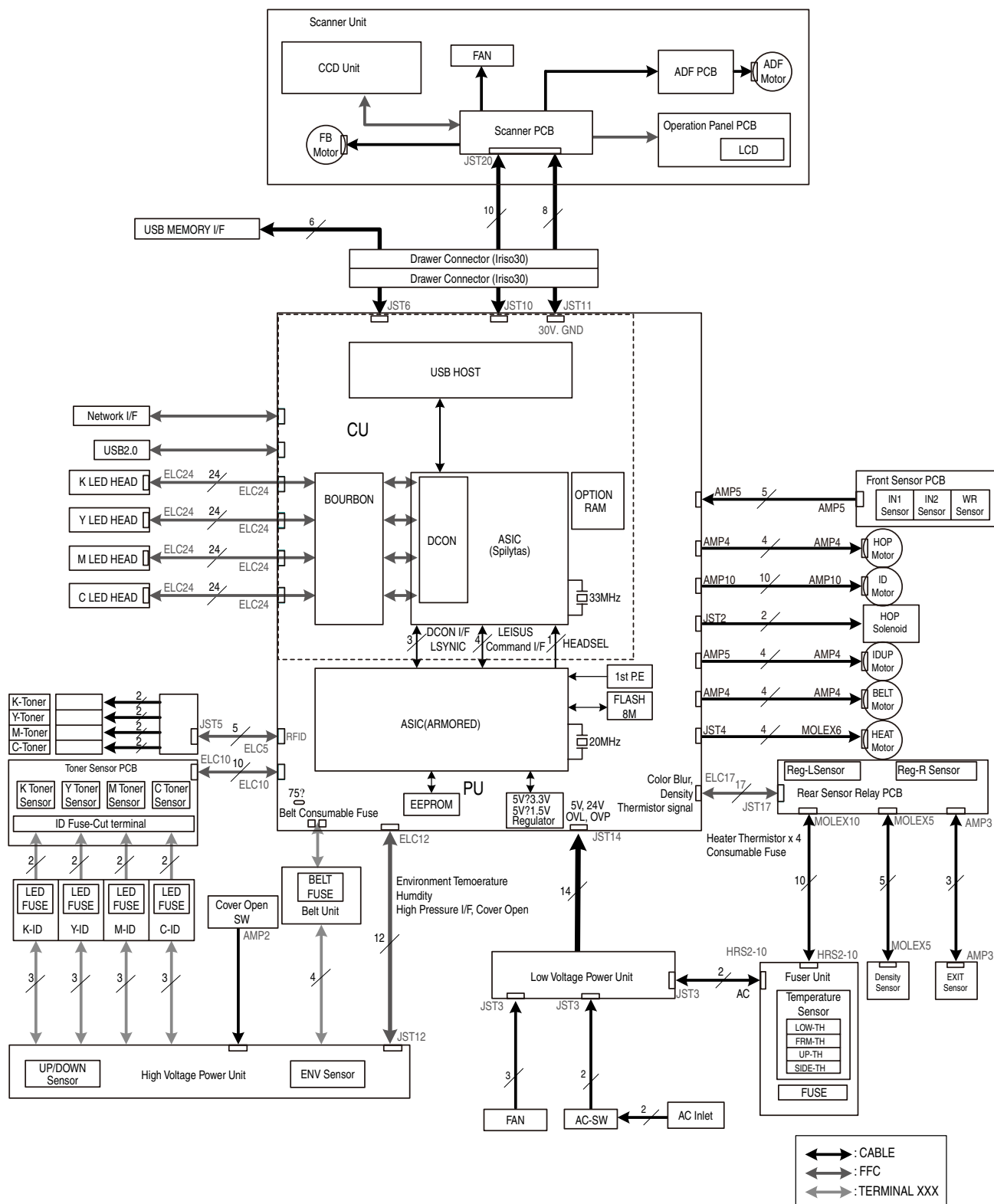


Figure 1-1-2

1.2 Structure of MFP

The insides of C3520MFP/C3530MFP/MC350/MC360 printers are composed of the following parts.

- Scanner part
- Electronic photography process part
- Paper path
- Control part (CU part/PU part)
- Power supply parts (high voltage part/low voltage part)

Figure 1-2 shows the composition of the MFP.

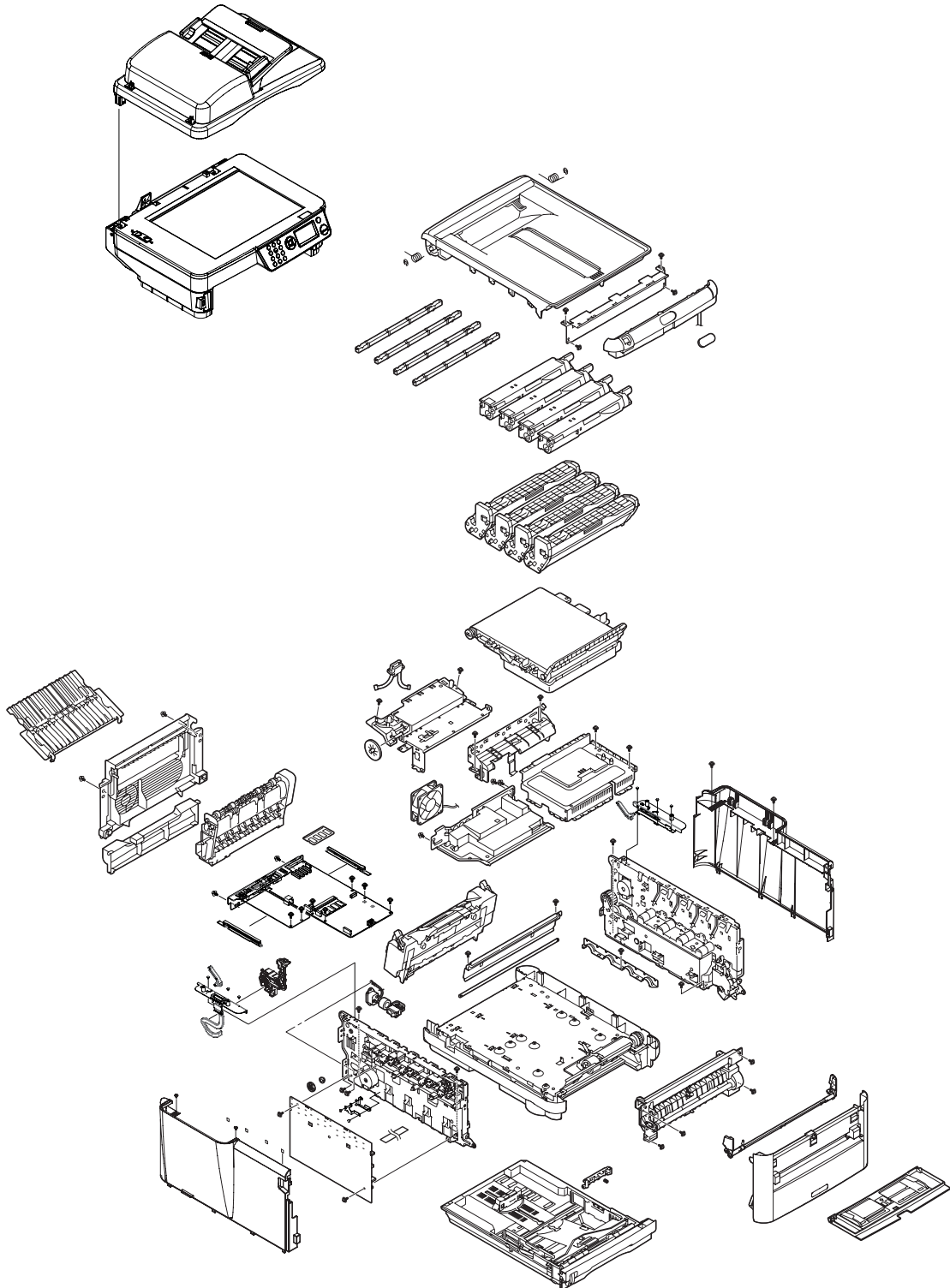
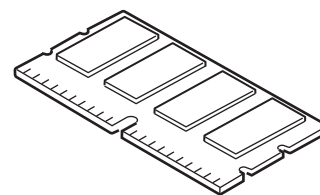


Figure 1-2

1.3 Offer of Options

This product can be installed with the following option.

- (1) Additional memory board 256MB



1.4 Specifications

Category	Item	C3520MFP/MC350	C3530MFP/MC360
Exterior Dimension	Width	447mm	
	Height	521mm	
	Weight	about 29kg	
Width of print	Width of print	A4	
Engine speed (A4)	Monochrome	12ppm	20ppm
	Color 12ppm 16ppm	10ppm	16ppm
Fast print time (A4)	Monochrome	12sec	10sec
	Color	15sec	12sec
	Warm-up time	60sec	
	Low noise mode	Unavailable	
Resolution	LED head	600dpi	
	Maximum input resolution	600 x 1200dpi	
	Output resolution	True 600 x 1200dpi True 600 x 600dpi	
	Step	4 step 600 x 600dpi	
	Economic mode	toner saving by lowering light	
CPU	Core	PowerPC405	
	I-cash	16KB	
	D-cash	16KB	
	Clock	266MHz	
	Bus width	32bit	
RAM	Resident	128MB	
	Option	256MB	
ROM	Program	total capacity 8MB(C35x0MFP),12MB(MC360/MC350)	
Power Consumption	Power input	110-127VAC (Range 99-140VAC)/ 220-240VAC (Range 198-264VAC)	
	Power saving mode	Below 30W	
	Idle	110W	
	Normal operation	400W	
	Peak	980W	
Operation Environment (temperature)	In operation	10°C-32°C, 17°C-27°C (temperature at full color printing with quality guaranteed)	
	At stand-by	0°C-43°C, power off	
	In storage (1 year max.)	-10°C-43°C, with drum and toner	
	At transport (1 month max.)	-29°C-50°C, with drum and without toner	
	At transport (1 month max.)	-29°C-50°C, with drum and toner	
Operation Environment (humidity)	In operation	20%-80%, 50%-70% (humidity at fullcolor printing with quality guaranteed) Max. wet bulb temperature : 25°C	
	At stand-by	10%-90%, Max. wet bulb temperature : 26.8°Cwith power off	
	In storage	10%-90%, Max. wet bulb temperature : 35°C	
	At transport	10%-90%, Max. wet bulb temperature : 40°C	

Category	Item		C3520MFP/MC350	C3530MFP/MC360
Life	Printer life		300,000 pages or 5 years	
	Duty cycle (M=L/12, A=L/12/5)		35,000 pages per month max. 5,000 pages per month average	
	MTBF (2.3% duty)		6,000 hours	
	MPBF		35,000 pages	
	MTTR		20 minutes	
	Toner life (5% duty)	starter toner (Appended)	OEL/AOS about 500 pages(black and color)	ODA/JPN/CHN about 1,000 pages(black and color) OEL/AOS/TWN/KOREA about 500 pages(black and color)
		Standard	about 2,500 pages(black) about 2,000 pages(color)	
		New drum 1st one	about 1,700 pages(black) about 1,200 pages(color)	
		S type	AOS about 1,000 pages(black and color)	ODA about 1,500 pages(black) AOS/JPN/KOREA/CHN about 1,000 pages(black) about 1,000 pages(color)
		New drum 1st one	AOS about 500 pages(black and color)	ODA about 700 pages(black) AOS/JPN/KOREA/CHN about 500 pages(black) about 500 pages(color)
	Image drum life		15,000pages approx.(3 pages/ job) 9,000pages approx.(1 page/ job) 20,000 pages approx.(at continuous print) Automatic drum counter reset	
	Transcript belt life		50,000pages (size A4, 3 pages/job) Automatic counter reset	
	Fuser life		30,000pages (size A4) Automatic counter reset	50,000pages (size A4) Automatic counter reset
Operation noise	In operation (ISO 7779 front) Printing on one side		6.38B (A)	6.5B (A)
	At stand-by		3.7B (A)	
	Power saving mode		back grand level	
Paper handling	Paper feeding capacity (1st tray)		legal/universal cassette 250 sheets (70kg)	
	Paper feeding capacity (manual feeder)		1 sheet	
	Paper output		150 sheets (70kg) face down/ one sheet (10 postcards) face up tray	
Paper size	Legal/universal or A4 cassette/ Universal cassette		1st cassette:legal13/13.5/14, letter, executive, A4, A5, B5, A6, postcard	
	Manual feeder		legal 13/13.5/14, letter, ezecutive, A4, A5, B5, A6, C5, DL, Com-9, com-10, monarch, custom size, government postcard, reply paid postcard, end-opening envelope	legal 13/13.5/14, letter, ezecutive, A4, A5, B5, A6, C5, DL, Com-9, com-10, monarch, custom size, government postcard, reply paid postcard, end-opening envelope, banner up to 1200mm (In case length is over 356, width would be up to 210 to 215.9)

Category	Item	C3520MFP/MC350	C3530MFP/MC360
Min. paper size	1st tray	100mm x 148mm	
	Manual feeder	100mm x 148mm	
Paper thickness	1st tray	64-120gsm	
	Manual feeder	64-203gsm	
	duplex (manual)	64-105gsm	
Status switch/ Sensor	Paper tray empty	Available	
	Paper low	N/A	
	Toner low	Available (Y.M.C.K)	
	Cover open	Available	
	Fuser temp	Available	
	Paper size	N/A	
	Stacker full	N/A	
Communica- tion Interface	Standard (on circuit board)	Hi-Speed USB	
		Ethernet	
		N/A	FAX
	On/off switch	Automatic	
Emulation	Standard	Hiper-C	
	Emulation switch	N/A	
Font	Bit map Type face	N/A	
	Scalable 1 Type face	N/A	
	Scalable 2 Type face	N/A	
	Scalable 3 Type face	N/A	
	Luster riser	N/A	
	Bar code	N/A	
	OCR	N/A	
	Japanese PCL font	N/A	
	Japanese PS font	N/A	
Option (Removable)	RAM set	256MB	
Shipping set- up	Japan	GDI model	
Others	USB-IF logo	Available	
	Windows logo	Available	
	Operation by UPS	Operation by UPS (outage free power supply) is not guaranteed. (Do not use UPS)	

1.5 Interface Specification

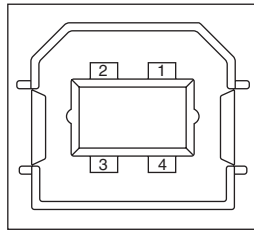
1.5.1 USB Interface Specification

1.5.1.1 Outline of USB Interface

- (1) Basic Specification
USB
- (2) Transmission Mode
Hi speed (480Mbps±0.05% max.)
- (3) Power Control
Self power device

1.5.1.2 USB Interface Connector and Cable

- (1) Connector
 - Printer side: B receptacle
Upstream port
Equivalent of UBR24-4K5C00 (made by ACON)



Connector pin arrangement

- Cable side: B plug (off)
- (2) Cable
Cable length: Specification Cable of USB2.0 spec. of less than 5m.(less than 2m is recommended)
(Shielded cable is used here.)

1.5.1.3 UBS Interface Signal

	Name of Single	Function
1	Vbus	Power Supply (+5V)(red)
2	D -	Data transmission (white)
3	D +	Data transmission (green)
4	GND	Single ground (black)
Shell	Shield	

1.5.2 Network Interface Specification

1.5.2.1 Outline of Network Interface

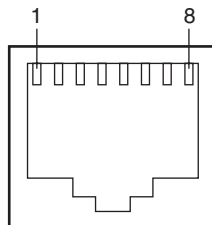
Table 1.5.2 Basic Specification of Network Interface

Protocol Family	Network Protocol	Application
TCP/IP	IPz4, TCP, ICMP, UDP	LPR, RAW SNMPv1 DHCP/BOOTP HTTP

1.5.2.2 Network Interface Connector and Cable

(1) Connector

100 BASE-TX/10 BASE-T (automatic switch, no simultaneous use)



Connector pin arrangement

(2) Cable

Unshielded twist pair cable with RJ-45 connector (Category 5 is recommended.)

1.5.2.3 Network Interface Signal

Pin No.	Singles	Single Direction	Functions
1	TXD+	FROM PRINTER	Send Data +
2	TXD-	FROM PRINTER	Send Data -
3	RXD+	TO PRINTER	Received Data +
4	-	-	Unassigned
5	-	-	Unassigned
6	RXD-	TO PRINTER	Received Data -
7	-	-	Unassigned
8	-	-	Unassigned

1.5.3 Telephone Line Interface Specification (Only C3530MFP/MC360)

1.5.3.1 Outline of telephone Line Interface

The machine will reliably communicate with distant stations over voice-level telephone line.

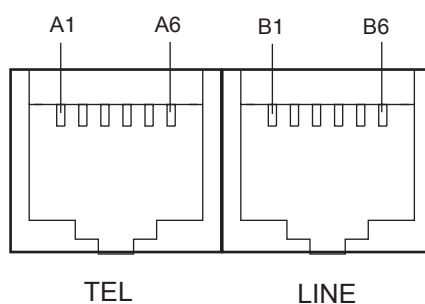
C3530MFP CHN-M is connectable only for ercIncive use conversion equipment.

1.5.3.2 Telephone Line Interface Connector and Cable

Printer side : RJ-11

Cable side : TEL Cable (Cable with plug)

Connector contact arrangement



1.5.3.3 Telephone Line Interface signal

	Contact No.	Functions
TEL	A1	Unspecified
	A2	Unspecified
	A3	TCP
	A4	TCP
	A5	Unspecified
	A6	Unspecified
LINE	B1	Unspecified
	B2	Unspecified
	B3	TCP
	B4	TCP
	B5	Unspecified
	B6	Unspecified

TCP : Terminal Connection Point

2. OPERATION DESCRIPTION

2.1 Electrophotographic Process Mechanism

(1) Electronic photography Process

Electronic photography process is outlined as follows:

1. Electrification

Electric voltage is impressed on CH roller and the surface of OPC drum is electrified.

2. Exposure

LED head radiates light on the electrified surface of OPC drum following the image signal. Electric charge on the radiated OPC drum surface abates depending on the intensity of light and static latent image is formed on the OPC drum surface.

3. Development

Electrified toner is adhered to the static latent image on the OPC drum by static electricity and a visible image is formed on the OPC drum surface.

4. Transcript

A sheet of paper is put upon the OPC drum surface and the toner image is transferred on the paper by impressing electric charge on its back side by the transcript roller.

5. Drum Cleaning

Drum cleaning blade eliminates the remaining toner on the OPC drum after transfer.

6. Belt Cleaning

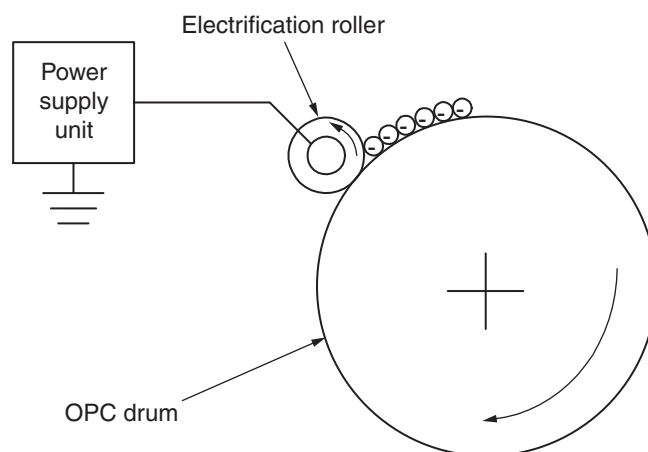
Belt cleaning blade eliminates the remaining toner on the belt.

7. Fusing

The toner image on the paper is fused by adding heat and pressure.

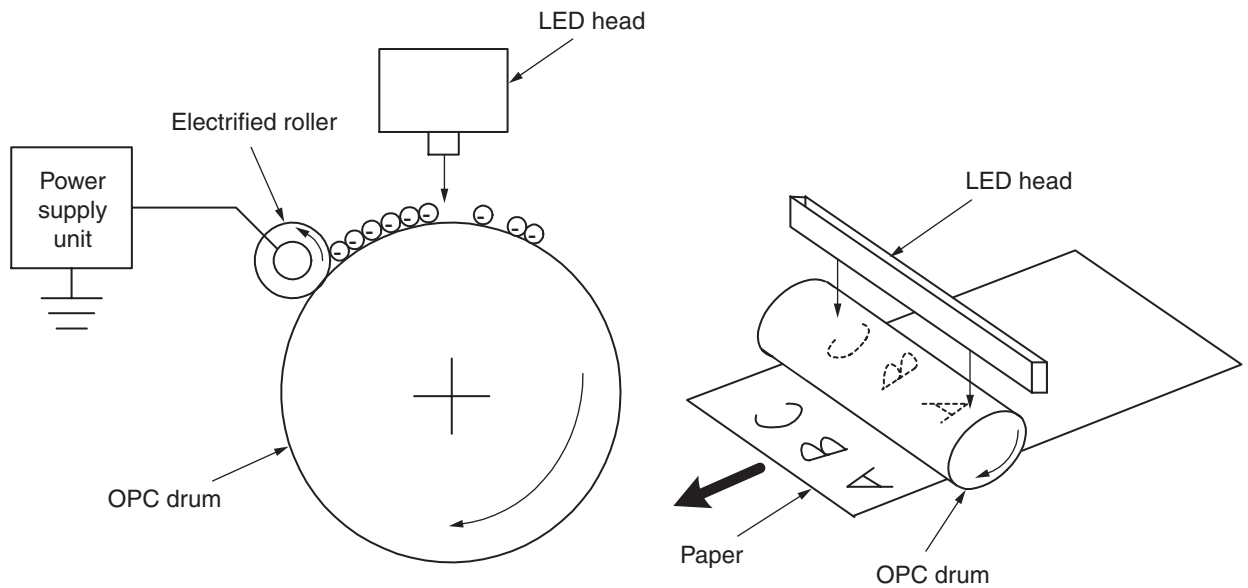
(2) Electrification

Electric voltage is impressed on electrification roller touching on the OPC drum surface and thus the OPC drum surface is electrified.



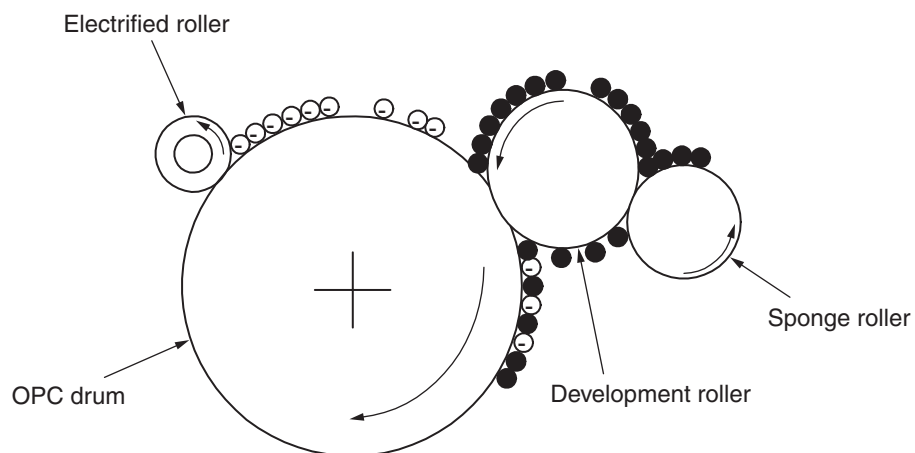
(3) Exposure

The light emanated from the LED head is radiated on the OPC drum surface. The electric charge on the radiated portion of the OPC drum surface abates by intensity of the light and a static latent image is formed on the OPC drum surface.



(4) Development

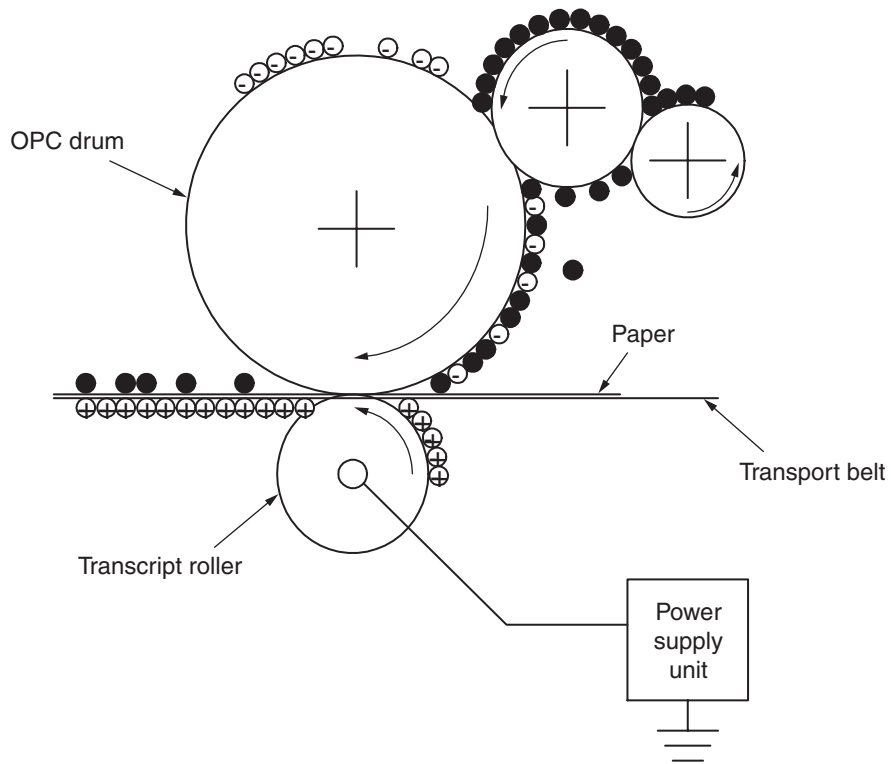
Adhere the toner to the static latent image on the drum surface and change it to the toner image.



1. The sponge roller let the toner adhere to the development roller.
2. The static latent image on the OPC drum surface is changed to a visible image by the toner.

(5) Transcript

A sheet of paper is placed under the OPC drum surface and is given electric charge from the back side by the transcript roller. When a high voltage is impressed on the transcript roller, the electric charge generated by the transcript roller moves over to the paper surface at the interfacing part of the transcript roller and the toner is absorbed to the paper surface from the OPC drum surface.

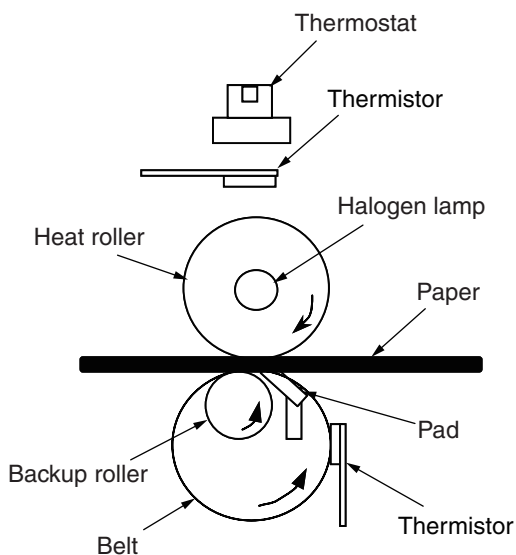


(6) Fusing

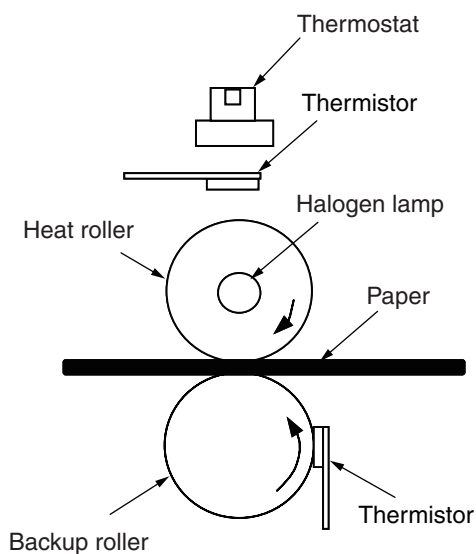
The toner image transferred on the paper is impressed with heat and pressure and is fused to the paper when the paper passes through the heat roller and the back-up roller.

Further, a thermostat is equipped for the safety's sake and if the temperature of the heat roller rises above a certain degree, the thermostat opens and shuts the power supply to the heater.

C3530MFP/MC360 (belt fusing method)



C3520MFP/MC350 (roller fusing method)

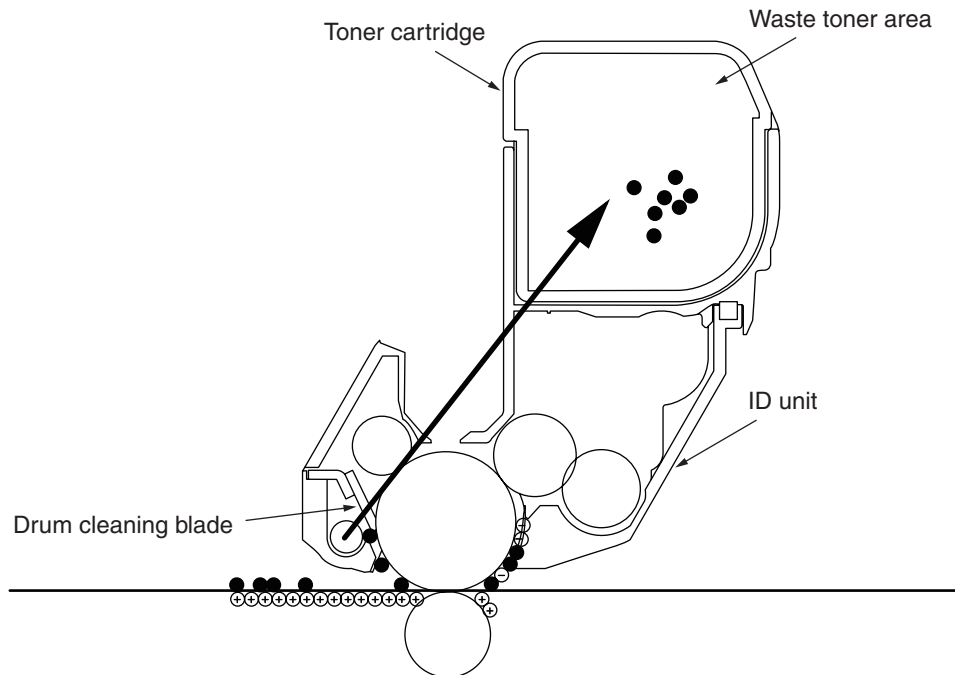


Setting of Fusing Temperature

Paper Thickness	Paper Type Setting	Temperature Setting
Thin ↓ Thick	Light	Middle temp.
	Medium	High temp.
	Heavy	Middle temp.
	U.Heavy	Low temp.

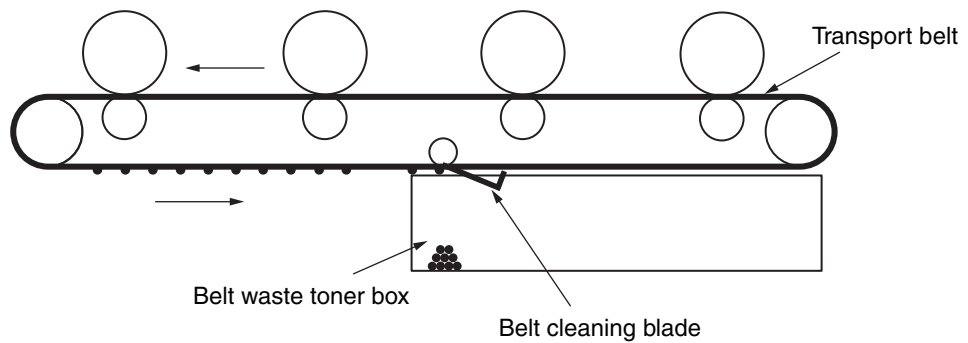
(7) Drum Cleaning

The toner not transferred and remaining on the OPC drum is scraped away by the drum cleaning blade and is collected in the waste toner area of the toner cartridge.



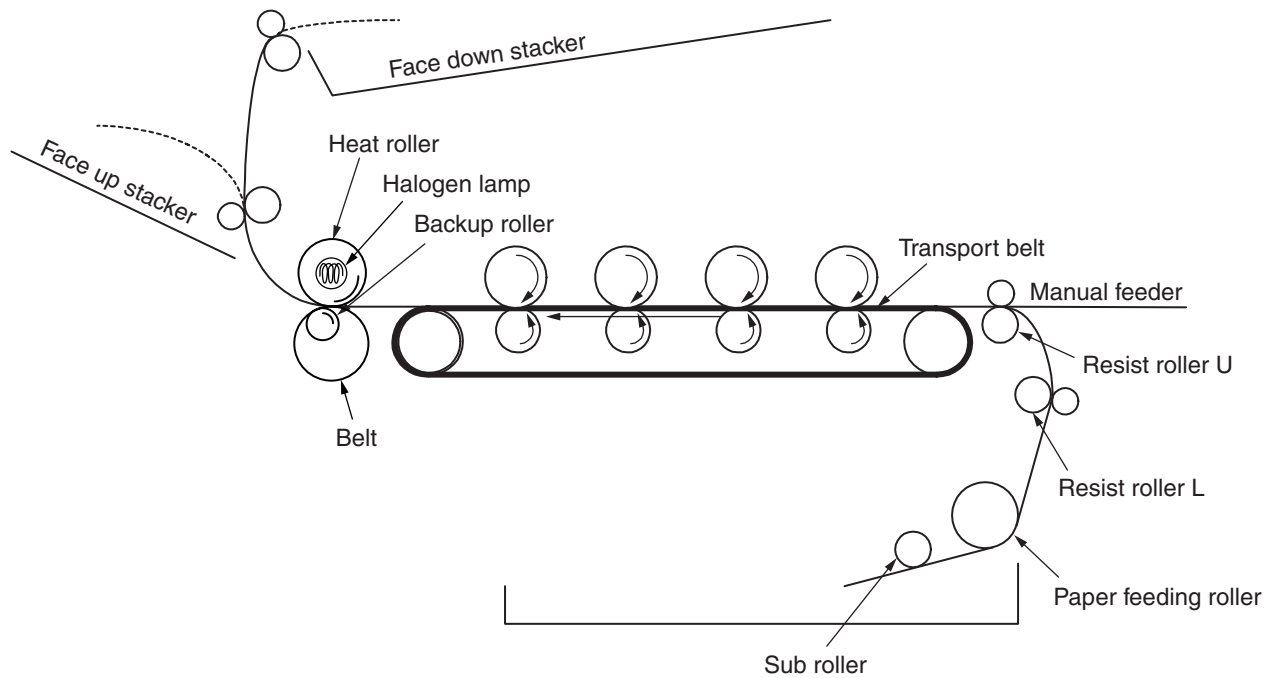
(8) Belt Cleaning

The toner remaining on the transport belt is scraped away by the belt cleaning blade and is collected in the waste toner box of the transport belt unit.



2.2 Printing Process

The paper fed from tray 1 is transported by the resist roller L and transport roller. When the paper is fed by the manual feeder, it is transported by the resist roller U. Then, the paper transported is developed into a toner image not yet fused on the paper through electronic photography process in the order of KYMC. After that, the image is fused by heat and pressure while passing through the fusing unit. After fusing, the paper is discharged on the face up or face down stacker through the discharge method opted by opening or shutting of the face up stacker.



(1) Paper Feeding from the 1st Tray

1. As shown in Figure 2-1, while the solenoid is on and the resist motor turns counterclockwise, a sheet of paper is transported until the IN1 sensor is on. (When the solenoid is on, the paper feeding roller operates.)
2. When the paper turns the IN1 sensor on, a certain more sheets of paper are transported and thrust against the resist roller. (This process corrects the paper skew.)
3. As shown in Figure 2-2, turn the solenoid off and transport the paper by the resist roller L. (When the solenoid is off, the resist roller operates.)

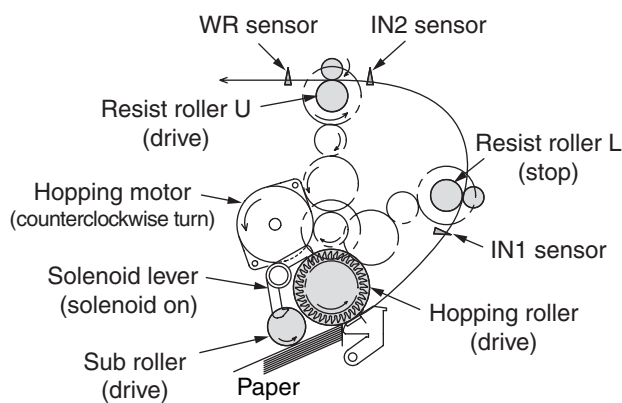


Figure 2-1

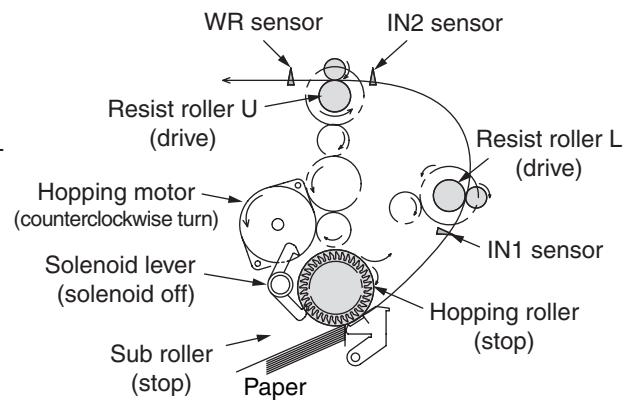


Figure 2-2

(2) Paper Feeding from Manual Feeder

1. Thrust the paper against the resist roller U. (This process corrects the paper skew.)
2. As shown in Figure 2-3, the resist motor turns counterclockwise and the paper is transported by the resist roller U. (When the resist roller turns counterclockwise, the resist roller U drives.)

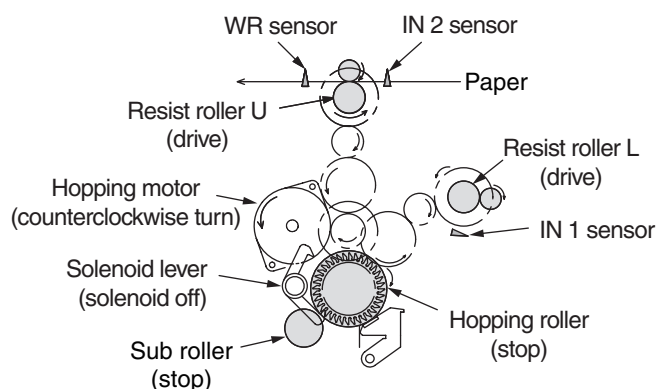


Figure 2-3

(3) Transport Belt

1. When the transport belt motor turns in the direction of the arrow, the transport belt starts to operate. The belt unit is composed of drums of each color above and the transport rollers immediately below them with the transport belt in-between. When a certain voltage is impressed, the transport belt and the transport rollers send the paper on the transport belt to the fuser while transferring the toner images on the drums of each color.

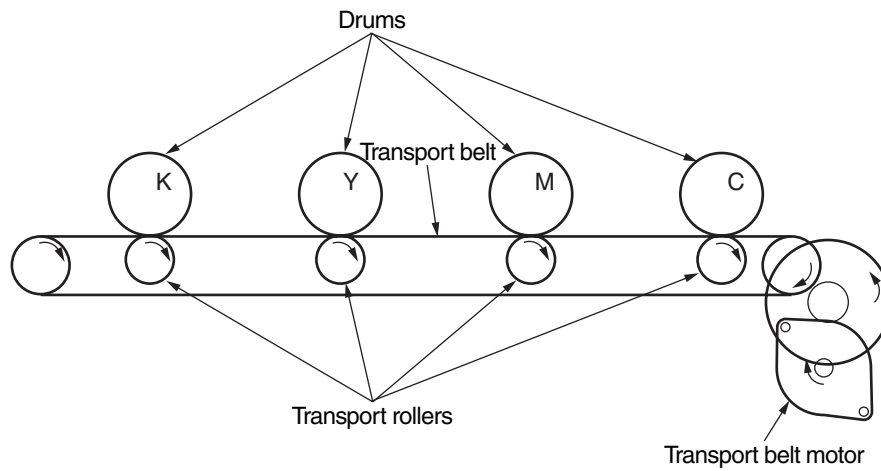


Figure 2-4

(4) Up and Down Movements of ID Units

1. The up and down movements of the ID units are performed by the drive of the lift-up motor.
2. Figure 2-5 shows movements of each ID unit at the time of printing. When the lift-up motor turns clockwise, the lift-up link slides to the left and each ID unit is in the state of down as shown in Figure 2-6. That condition enables color printing.
3. Figure 2-6 shows movements of each ID unit at the time of monochrome printing. When the lift-up motor turns counterclockwise, the lift-up link slides to the right and the units other than K-ID are in the state of up as shown in Figure 2-7. That condition enables monochrome printing.

Movement of each ID unit at the time of color printing

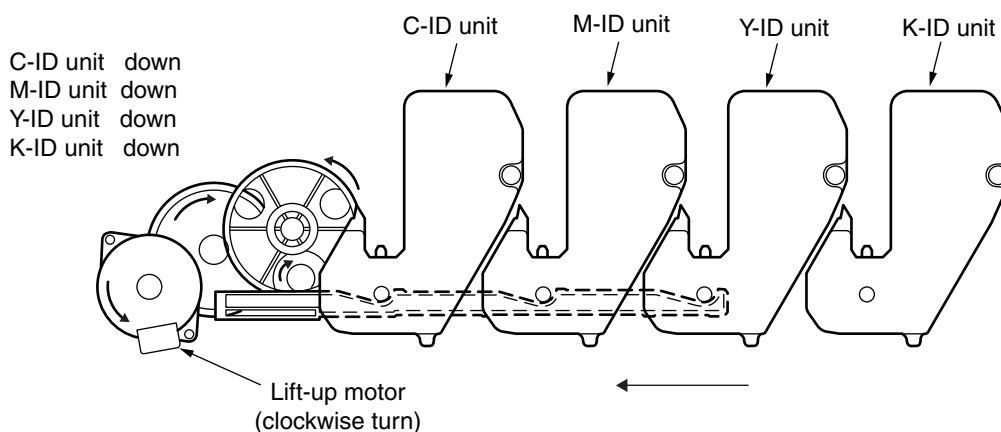


Figure 2-5

Movement of each ID unit at the time of monochrome printing

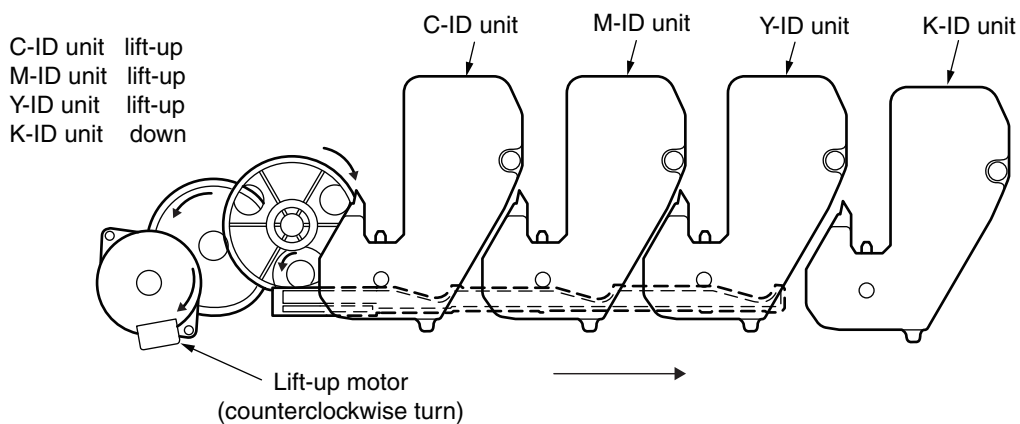


Figure 2-6

(5) Fusing Unit and Paper Output

1. As shown in Figure 2-7, the fuser unit and output roller are driven by the pulse motor. When the fuser motor turns counterclockwise, the heat roller turns. This roller fuses the toner image on the paper with heat and pressure.
2. At the same time, the output roller turns and 'sends out the paper.

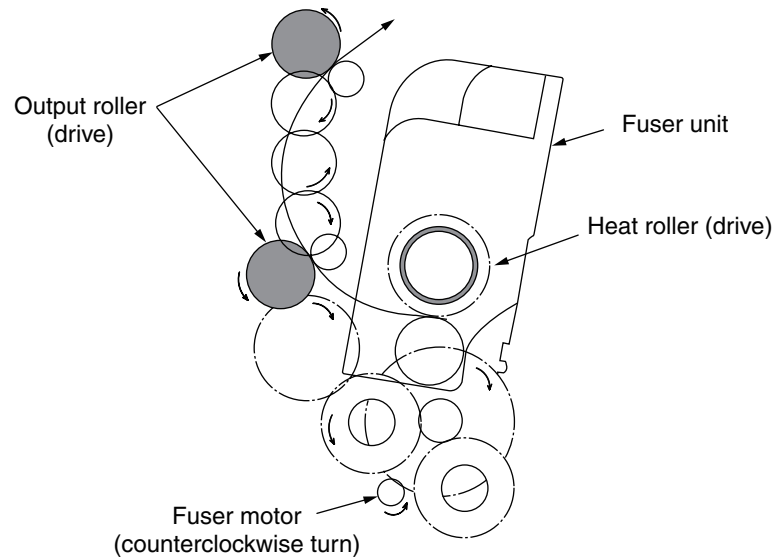


Figure 2-7

(6) Cover Open Operation of Color Registration Sensor and Density Sensor

1. As shown in Figure 2-8, when the fuser motor turns clockwise, the cover open gear also turns and the covers of the color registration sensor and the density sensor will open.
2. When the fuser motor turns counterclockwise, interlocking of the cover open gear is released and the covers of the color registration sensor and the density sensor will close.

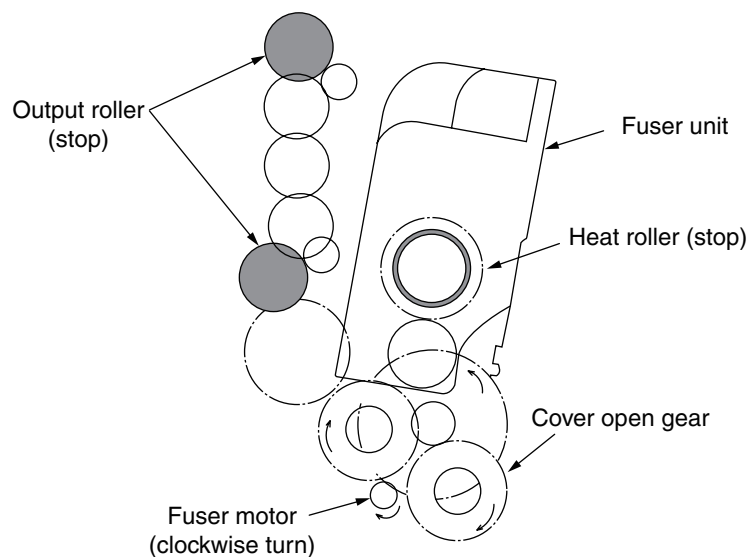


Figure 2-8

Outline of Color registration Method

Color registration is performed by reading the correction pattern printed on the belt using the sensor placed in the sensor shutter equipped under the belt unit. The correction is made by identifying the pattern using this sensor.

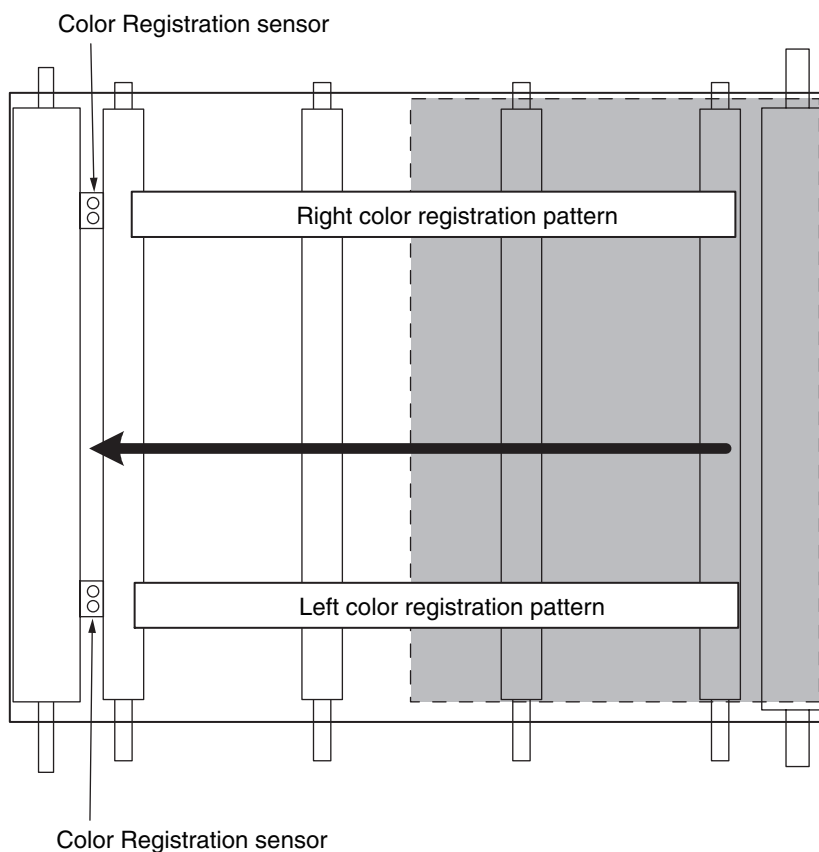
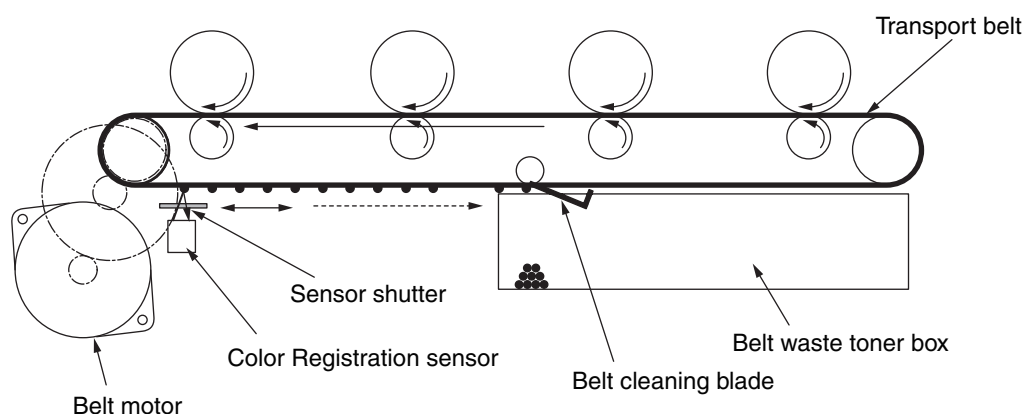
Timing of automatic activation of color registration:

- At the time of switching the power on
- At the time of closing the cover after opening it over 5 seconds
- When over 400 sheets are printed after a color registration was made previously

Correction errors can be caused by the amount of toner which generates the pattern, toner stain on the sensor, malfunction of shutter opening and closing. However, as an error may not be displayed on the operation panel, it may be necessary to confirm the error display by forcible execution of the color registration test function (2.4.1.5.3) using the maintenance utility.

Error Confirmation Method and Countermeasure

Errors should be confirmed by using the color registration test function of the maintenance utility (2.4.1.5.3).



Countermeasures to each error are:

- SNS CARIBRAT(L or R), D-RANGEL(L or R)
 - Confirmation 1 When the above is displayed, check the connection of the sensor cable (FFC). If the connection is found abnormal, correct it to the normal state.
 - Confirmation 2 Check the surface of the sensor to confirm if it is stained by the toner, paper dust, etc. If stained, wipe the surface neatly.
 - Confirmation 3 Confirm adequacy of opening and shutting of the sensor shutter by MOTOR& CLUTCH TEST of the maintenance utility. If a malfunction is found, replace the shutter unit .
- BELT REFLXERRR
 - Confirmation 4 When the above is displayed, confirm the cleaning state of the toner remaining on the belt surface besides the above confirmations 1, 2 and 3. Remove the belt unit and confirm if the belt surface is cleaned neatly by turning the drive gear placed in the left rear side.
Replace the belt unit if the toner remains on the belt surface and the surface is not cleaned despite of turning of the drive gear.
- (Y or M or C) LEFT. (Y or M or C) RIGHT, (Y or M or C) HORIZONTAL
 - Confirmation 5 When the above is displayed, confirm if it is the toner insufficiency that has caused NG color generation and replace the cartridge if necessary.

Outline of Density Correction Method

Density correction is made by identifying the correction pattern printed on the belt using the sensor installed in the sensor shutter under the belt unit.

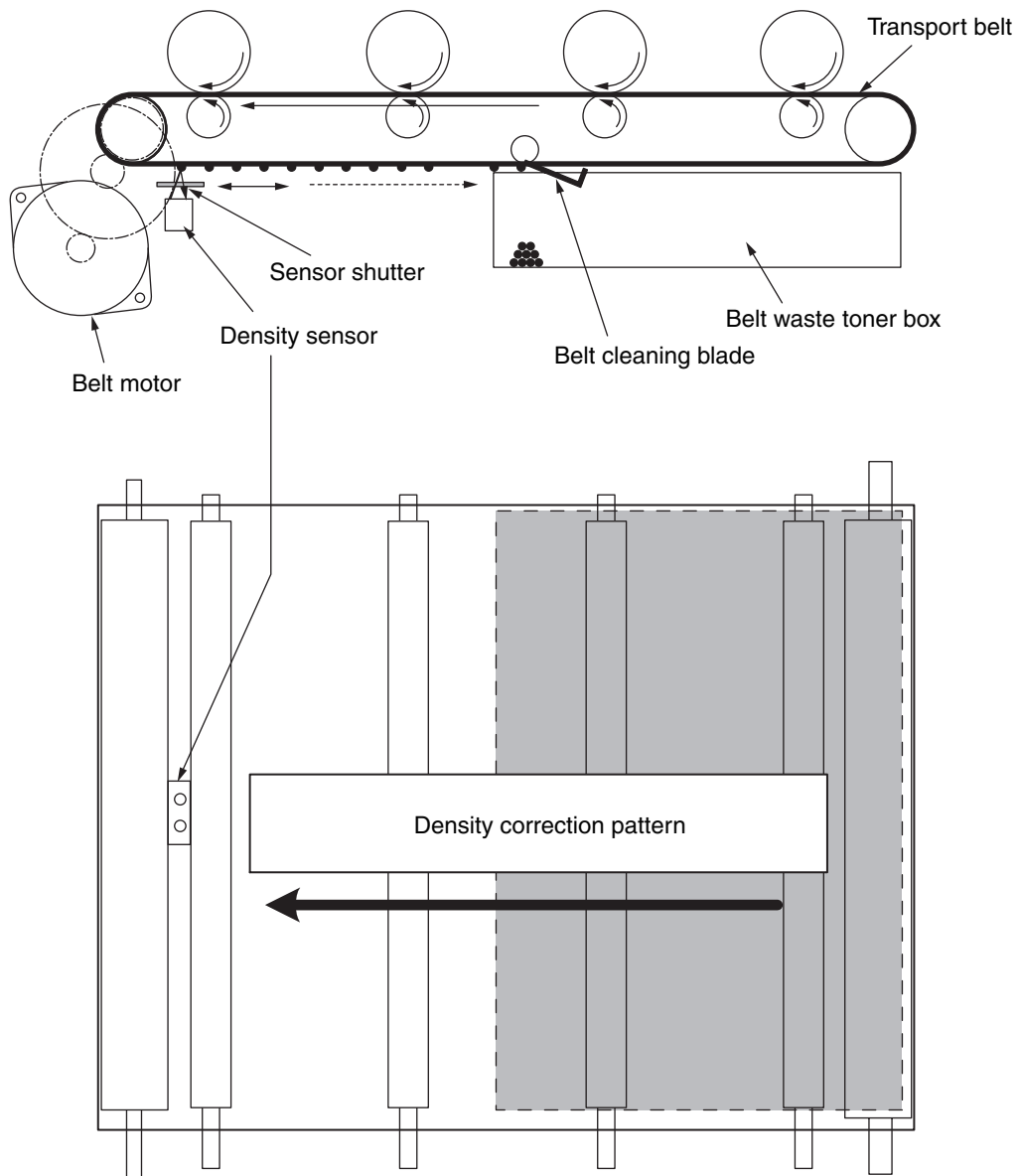
Timing of automatic activation of density correction

- When the circumstance is significantly different from the previous work performance at the time when the power is to be switched on.
- When at least one of the 4 ID count values is almost new at the time when the power is to be switched on.
- When the ID count value is over 500 after the previous work performance.

Correction error can be caused by the amount of toner which generates the pattern, toner stain on the sensor, malfunction of shutter opening and closing. However, as an error may not be displayed on the operation panel, it may be necessary to confirm the error display by forcible execution of the density correction test function (2. 4. 1. 5. 3) using the maintenance utility.

Error Confirmation Method and Countermeasure

Errors should be confirmed by using the density correction test function of the maintenance utility (2.4.1.5.4).



Countermeasures to each error are:

- CALIBRATION ERR, DENS SENSOR ERR

Confirmation 1 When the above is displayed, check connection of the sensor cable. If the connection is found abnormal, correct it to the normal state.

Confirmation 2 Check the surface of the sensor to confirm if it is stained by the toner, paper dust, etc. If stained, wipe the surface neatly.

- DENS SHUTTER ERR

Confirmation 3 Confirm adequacy of the opening and shutting of the sensor shutter by MOTOR&CLUTCH TEST of the maintenance utility. If a malfunction is found, replace the shutter unit.

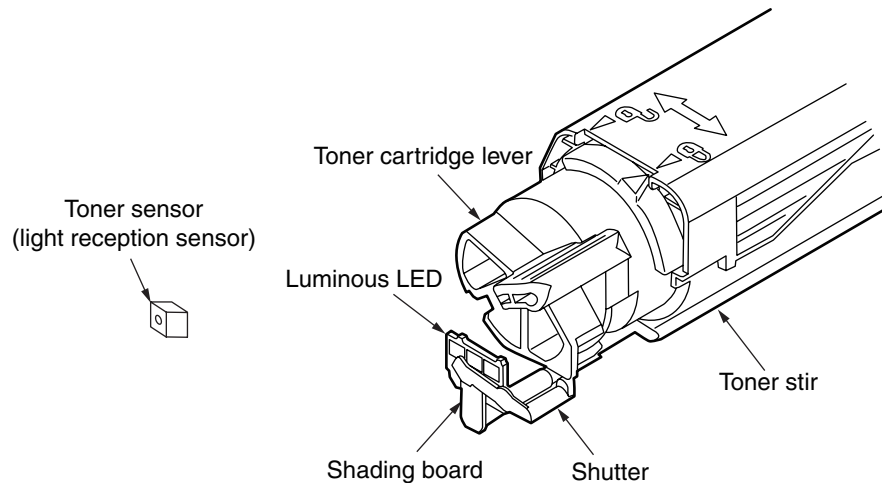
- DENS ID ERR

Confirmation 4 Remove the ID unit to confirm if the surface of the drum is covered with abnormal amount of toner. Then, replace the LED head if the focus blurs or replace the ID unit.

When a new ID unit is to be used for trial, attach a treatment device to the ID unit lest the fuse breaks (refer to p.178).

Toner Sensor Detection Principle

Detection of the low toner is performed by the toner sensor (light reception sensor) installed inside the equipment and the luminous LED installed inside the cartridge. The shading board is installed inside the ID and rotates synchronizing with the toner stir. A shutter is attached to the ID. The shutter synchronizes with the cartridge operation lever and the toner sensor can detect whether the cartridge is installed properly. If the toner sensor is stained by the toner, etc., or the ID unit and the toner sensor are not facing each other as specified due to improper setting of the ID unit or for other reason, the detection may not be executed normally, resulting in a toner sensor error.



Toner Counter Principle

After the image data is developed into 2 value data to enable printing using the MFP, the print dot number is counted by the LSI. The amount of the toner used is counted from the above count value and the remaining amount is displayed. On the other hand, detection of the low toner by the toner sensor is physically made when the amount of the toner remaining in the cartridge comes to be under certain amount.

Principles of ID, Belt and Fusing Counter

- ID Counter : 1 count is the value of one third of the amount of drum rotation when three A4 sheets of paper are continuously printed.
- Belt Counter : 1 count is one third of the amount of the belt rotation when three A4 sheets of paper are continuously printed.
- Fusing Counter: Standard is the length of Legal 13 inches sheet of paper. 1 count is the sheet of paper under that length and when the length is more than that, the number of count is decided by multiples of Legal 13 inches. (Number under the decimal point is rounded up.)

3. MFP INSTALLATION

3.1 Precautions and Prohibition

Warning

- Do not install the MFP in the vicinity of high temperature or fire.
- Do not install the MFP at the place where a chemical reaction may take place (laboratory, etc.).
- Do not install the MFP near flammable solution like alcohol, thinner, etc.
- Do not install the MFP at the place where a small child can reach.
- Do not install the MFP at an unstable place (unsteady frame, tilted place, etc.).
- Do not install the MFP at a highly humid or dusty place or under the direct sunshine.
- Do not install the MFP under the environment of sea breeze or caustic gas.
- Do not install the MFP at a highly vibrating place.
- When you drop the MFP or damage the cover, remove the power plug from the outlet and contact the Customers' Service Center.
Electric shock, fire or injury may occur.
- Do not connect the power cord, printer cable and earth wire as otherwise directed by the Manual. A fire may break out.
- Do not insert a thing in the vent hole.
Electric shock, fire or injury may occur.
- Do not place a cup with water on the MFP.
Electric shock or fire may occur.
- Do not touch the fuser unit when you open the printer cover.
Burn may occur.
- Do not throw the toner cartridge or image drum cartridge into fire.
Burn may occur by the dust explosion.
- Do not use a highly flammable spray near the MFP.
Fire may break out as there are high temperature parts inside the printer.
- When the cover becomes abnormally hot, a smoke arises or a strange odor comes out, remove the power plug from the outlet and contact the Customers' Service Center.
Fire may break out.
- When liquid like water drops inside the MFP, remove the power plug from the outlet and contact the Customers' Service Center.
Fire may break out.
- When a thing like a clip drops inside the MFP, remove the power plug from the outlet and take out that thing.
- Do not operate or disassemble the MFP as otherwise directed in the Manual.
Electric shock, fire or injury may occur.

Caution

- Do not install the MFP at the place where the vent hole is blocked.
- Do not install the MFP on the shaggy carpet.
- Do not install the MFP at the place with little draught or without ventilation like a room with no window.
- Install the MFP away from the monitor TV.
- When the MFP is to be moved, hold both ends of the printer.
- This MFP weighs about 28kg and should be lifted by 2 or more persons.
- When to switch the power on or while printing, do not come near the paper exit of the MFP. Injury may occur.

As regards the items of caution, explain to the customer showing the items of caution of the User's Manual. Particularly, explain fully about the power supply cord and earth cable.

3.2 MFP Unpacking Procedure

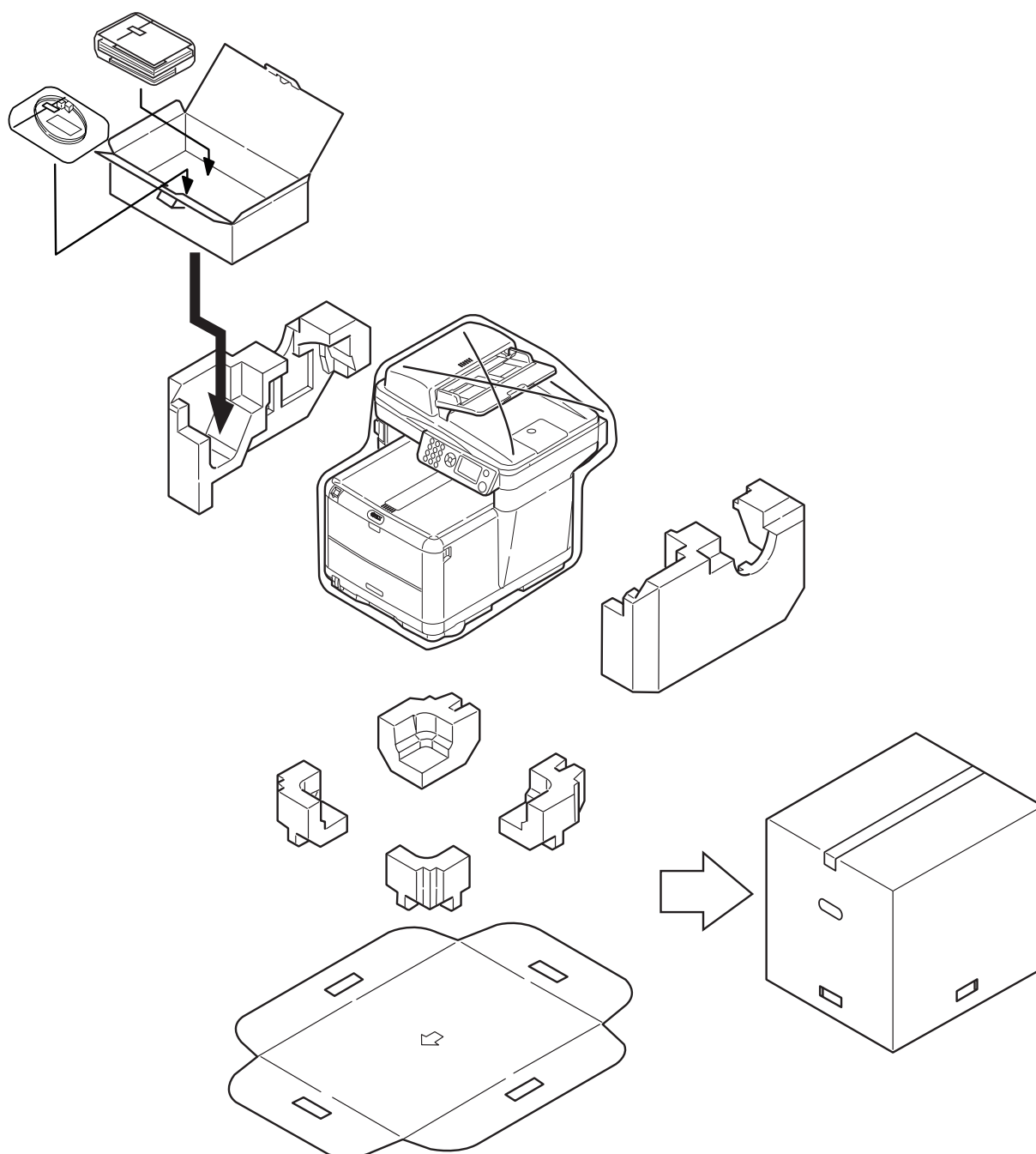
**Warning**

Personal injuries may occur.



This MFP weighs about 28kg. So lift it up with 2 or more persons.

- Open the upper lid.
- Take out the accessory box.
- Remove the upper buffer material.
- Take out the equipment



3.3 MFP Installation Instructions

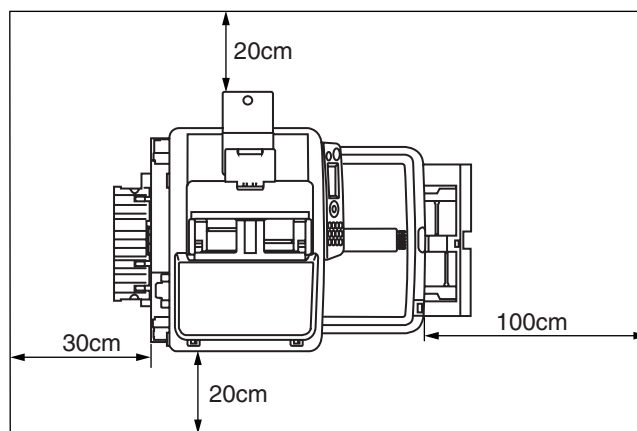
- Install the MFP at a place under the following temperature and humidity:

Ambient Temperature	: 10 to 32°C
Ambient Humidity	: 20 to 80% relative humidity
Maximum Wet-Bulb Temperature	: 25°C
- Be careful not to be bedewed.
- When the MFP is to be installed at a place where the humidity is less than 30%, use a humidifier or a static electricity prevention mat.

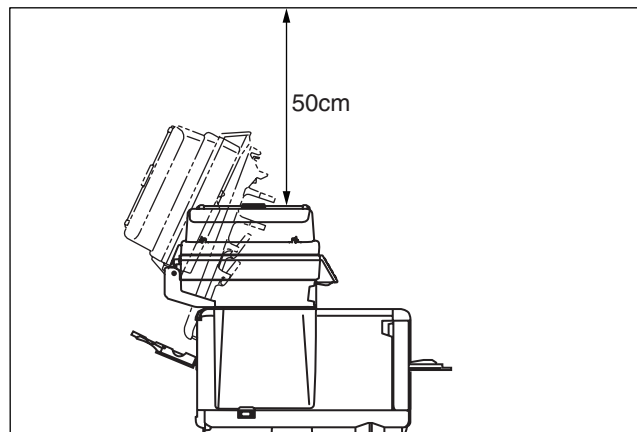
Installation Space

- Place the MFP on a flat desk with enough space for the legs of the MFP.
- Secure enough space around the MFP.

Top View



Side View



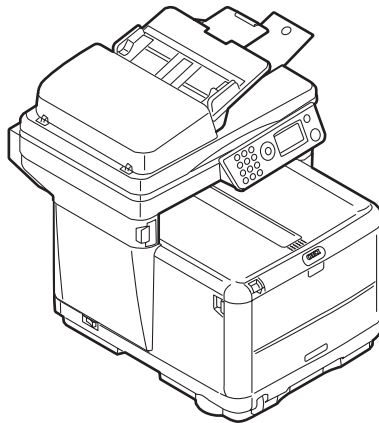
3.4 Packed Units and Attachments

- Confirm whether there are scratches, stains, etc. on the exterior of the machine.
- Confirm whether there are lacking items, damages, etc. among the accessories.
- If anything unusual is found, contact the user's section in charge and follow its instruction.

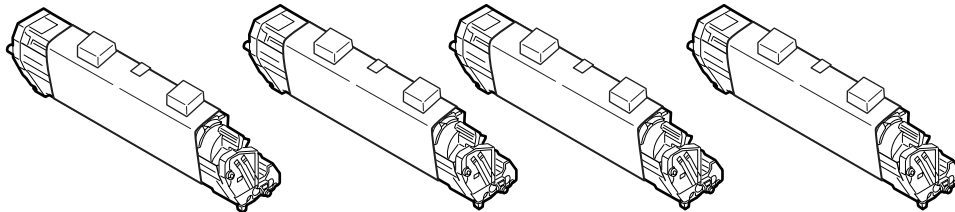
 Warning	Personal injuries may occur.	
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This MFP weighs about 28kg and should be lifted by 2 or more persons.

- ☐ MFP (main body)



- ☐ Image Drum Cartridges with Starter Toner Cartridges (4 sets) (installed in the MFP)



Explain to customers that the toner cartridge and the image drum cartridge are separable.

- ☐ MFP Software CD-ROM
☐ Power Cord
☐ Warranty and Registration Card
☐ Users Manuals

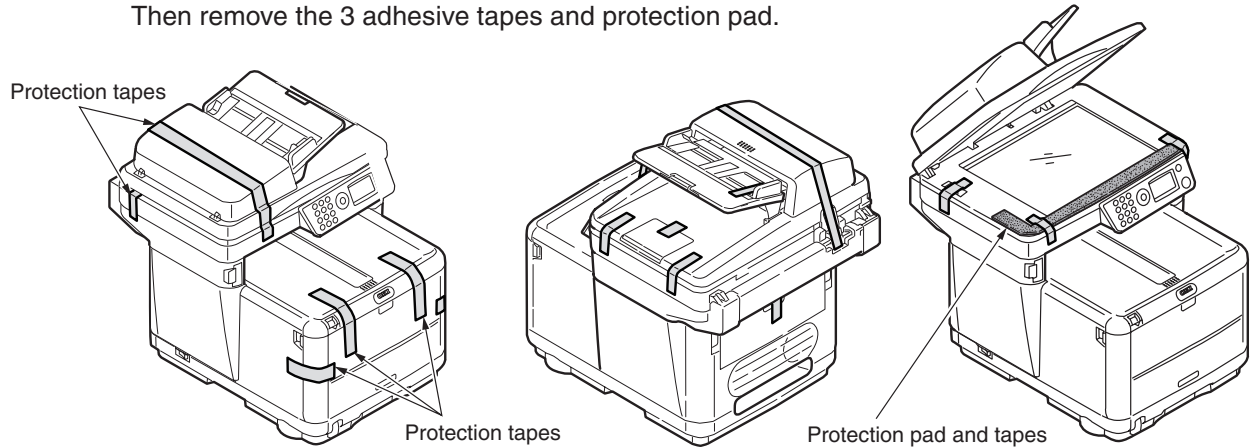
Note! The printer cable is not included in the accessories.

3.5 Assembly Procedure

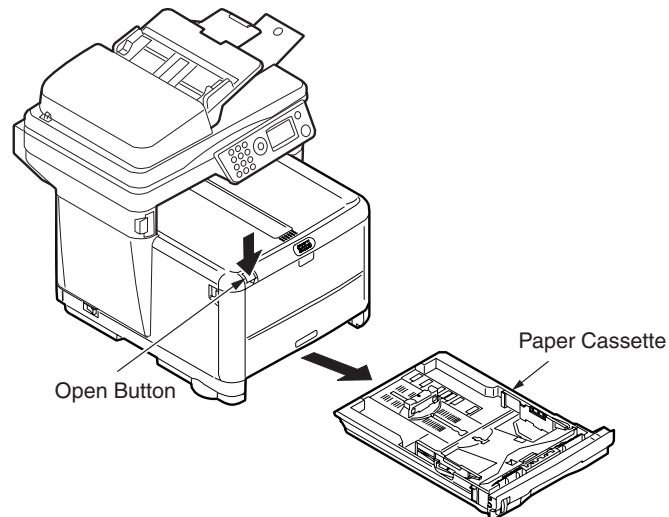
3.5.1MFP Main Body

Remove Protective Equipment

- (1) Remove the 10 adhesive tapes on the outside of MFP and open the document cover. Then remove the 3 adhesive tapes and protection pad.

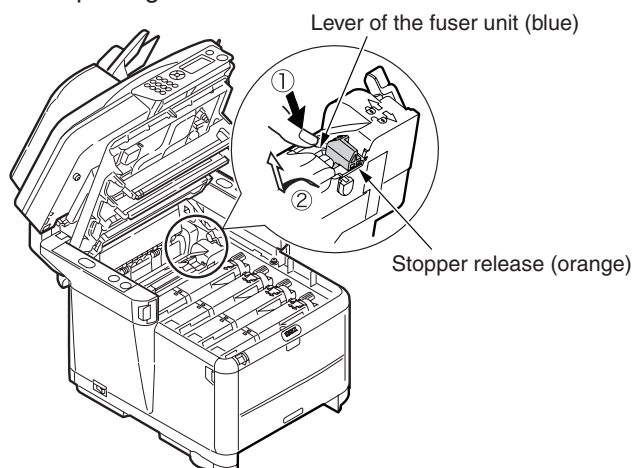


- (2) Pull out the paper cassette.
- (3) Lift the scanner.
- (4) Press the open button and open the top cover.



- (5) Remove the stopper release (orange color) while pushing down the lever (blue) of the fuser unit in the direction of the arrow ①.

Note! Explain to the customer that the stopper release must be kept as it would be used at the time of transporting the MFP.

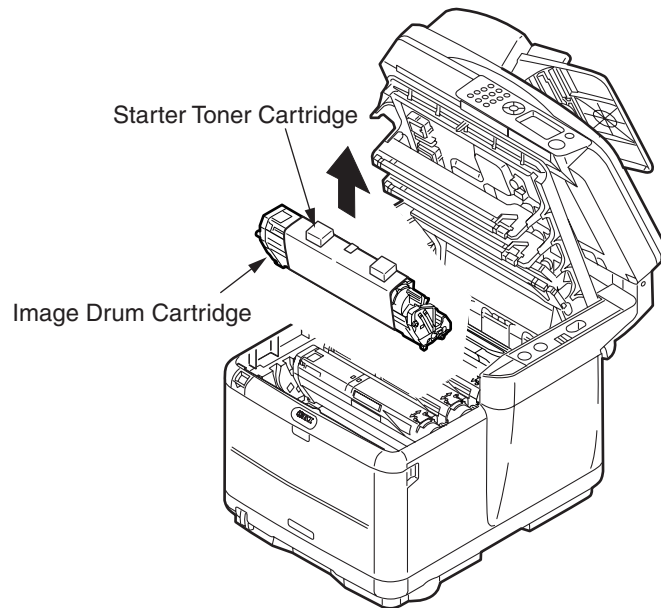


Install Image Drum Cartridges

- (1) Pull out the image drum cartridge (4 pieces) gently with the toner cartridge attached.

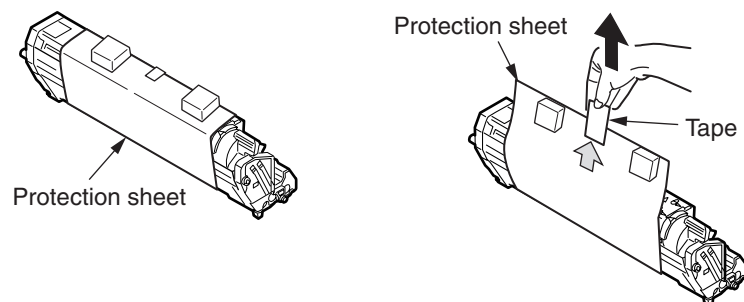
Note! • Handle the image drum (green tube portion) very carefully as it is quite easily injured.

- Do not expose the image drum cartridge to direct sunshine or bright light (approximately 1,500 lux or more) . Do not leave it more than 5 minutes under the room light.
- Do not move the blue lever of the cartridge at this stage.

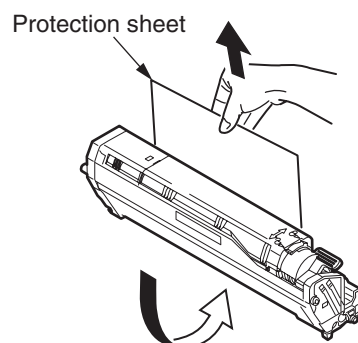


- (2) Place the image drum cartridge on a flat desk, remove the tape which fastens the protection sheet and pull it out in the direction of the arrow.

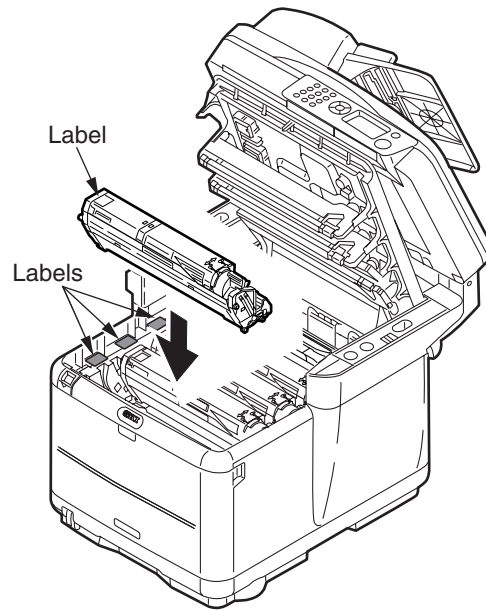
Note! Do not work on the image drum off the desk top.



- (3) Pull out protection sheet 2 from the image drum cartridge in the direction of the arrow.

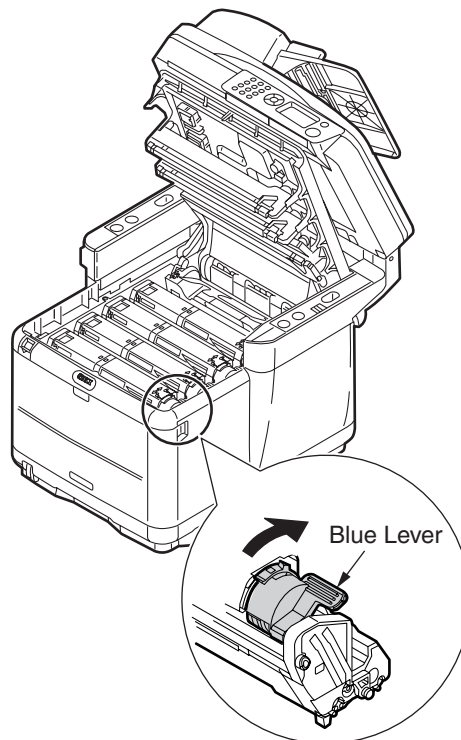


- (4) Conform the label color of the image drum cartridge to the label color of the MFP.
- (5) Return the 4 image drum cartridges gently.



- (6) Turn the 4 blue levers of the toner cartridges fully in the direction of the arrow.

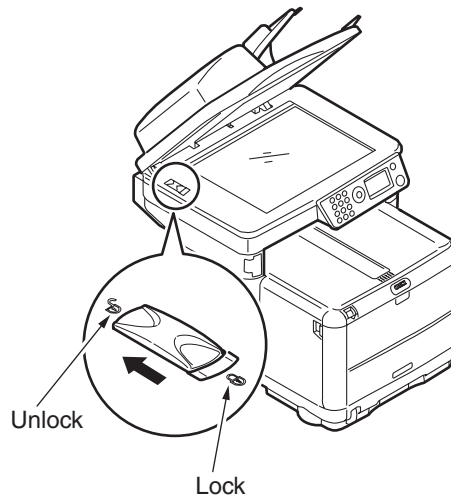
- Note!** • The starter toner (the toner cartridge attached to the product at the time of purchase) can print approximately 1,000 sheets of A4 paper in case of 5% coverage. (Approximately 500 sheets in case of OEL/AOS specification)
- Confirm whether the lever of the toner cartridge is turned fully in the direction of the arrow when Toner Empty Messages are displayed in the LCD.



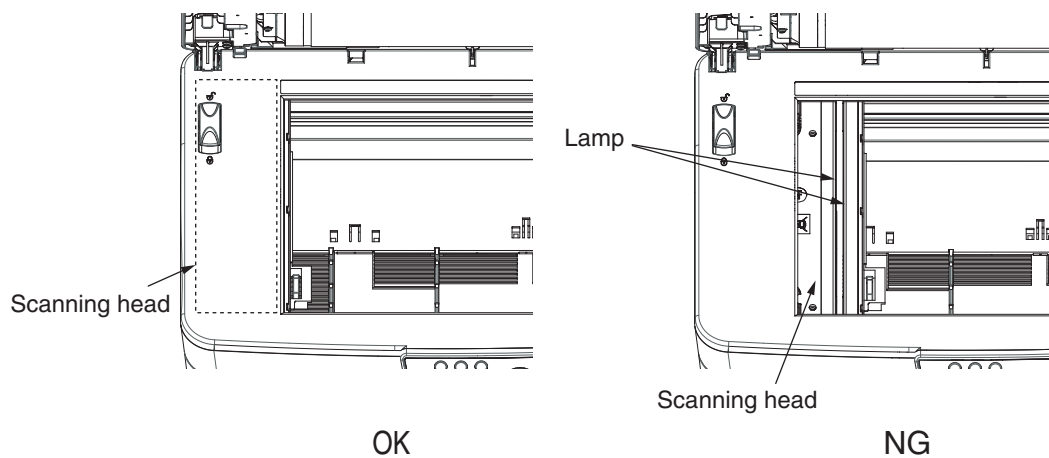
Unlocking Scanning head

The scan unit is locked during transport to protect the scanning mechanism from being damaged. Be sure to unlock the scan unit before using the machine.

- (1) Open the ADF Doc Lid.
- (2) Move the lock switch to the “Unlocked position”.
(The lock switch is located on the left corner on the flat bed.)
- (3) Close the ADF Doc Lid.



- Note:** If you need to move your MFP or Scanner unit for repair or any other reason, be sure to lock your Scanner before moving. To lock your Scanner, please do the following,
1. Turn off your MFP.
 2. If the scanning head is not located at the left end, turn the MFP on to return the scanning head to the left end. After the scanning head is returned to the left end, turn the power supply off.
 3. Move the lock switch to the “Locked Position”.

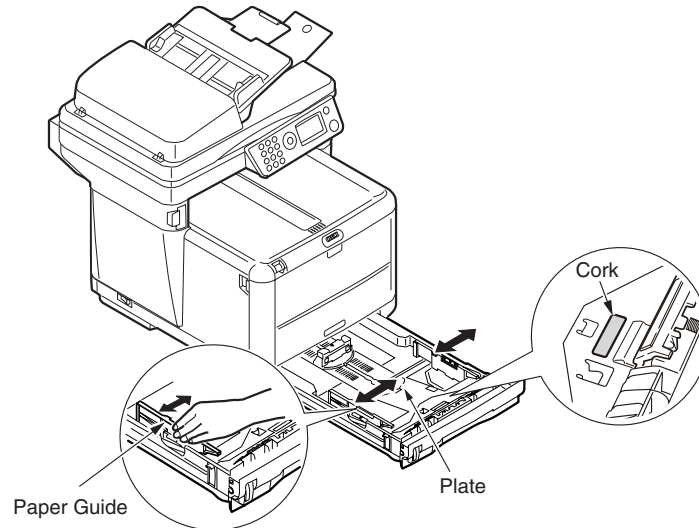


Load Paper in Paper Cassette

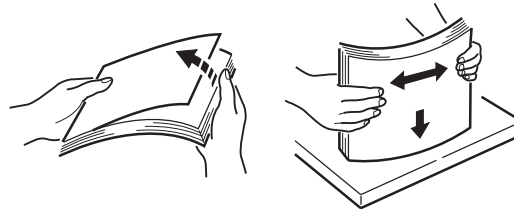
(1) Pull out the paper cassette.

Note! Do not remove the cork on the plate.

(2) Conform the paper guide to the paper size and fix it firmly.



(3) Shuffle the sheets of paper and arrange up, down, left and right properly.



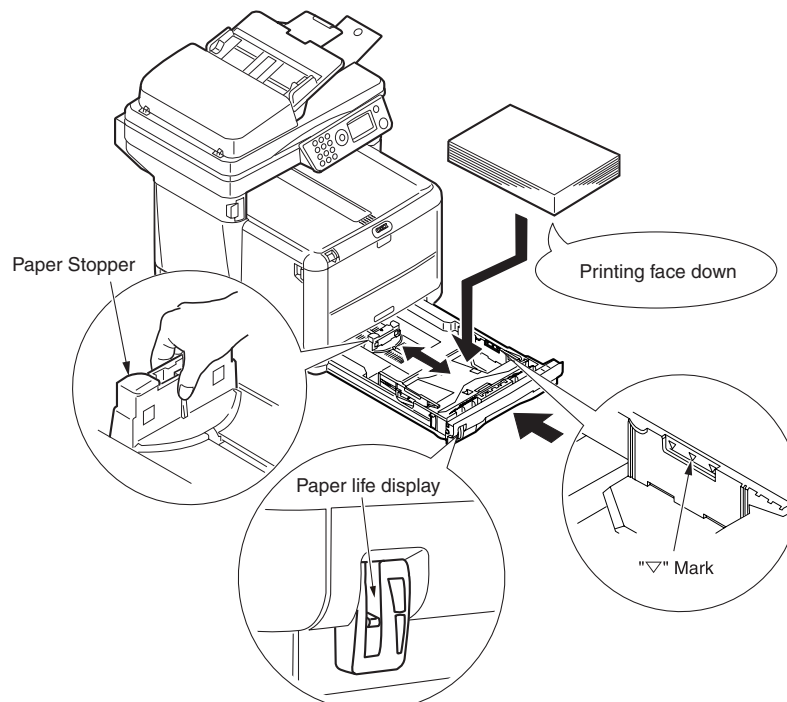
(4) Make the printable side down and set the paper.

Note!

- Place the paper in front of the paper cartridge.
- Set the paper not to exceed "▽" mark of the paper guide. (250 sheets weighing 70kg)

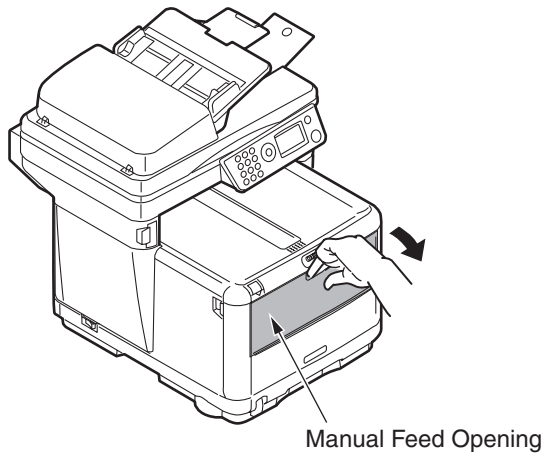
(5) Fix the paper by the paper stopper.

(6) Return the paper cassette to the MFP.

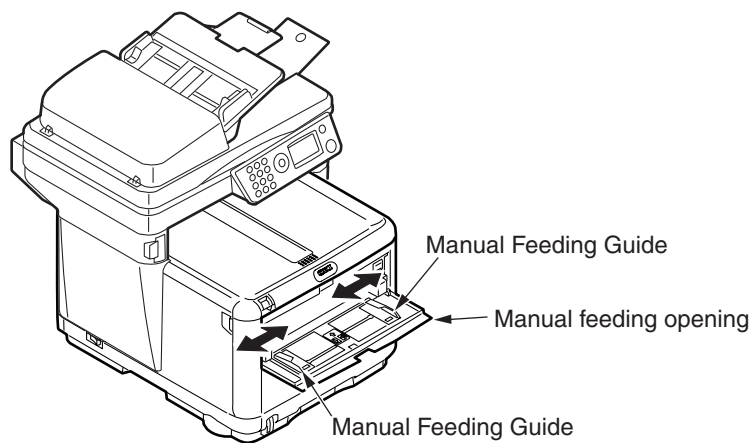


Load Paper in the Manual Feed Opening

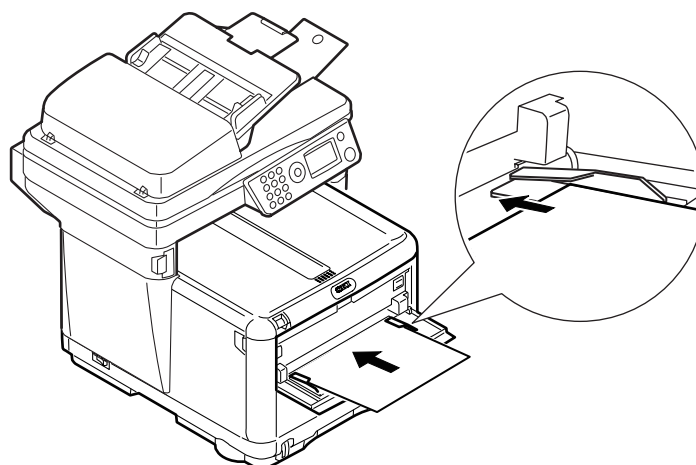
- (1) Put a finger in the dent at the center of the manual feed opening and pull forward.



- (2) Conform the manual feeding guide to the size of the paper.
(3) Arrange the left and right of the paper.



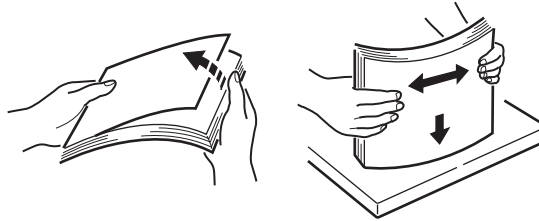
- (4) Make the printing side up and insert the paper straight to the rear end along the manual feed guide.



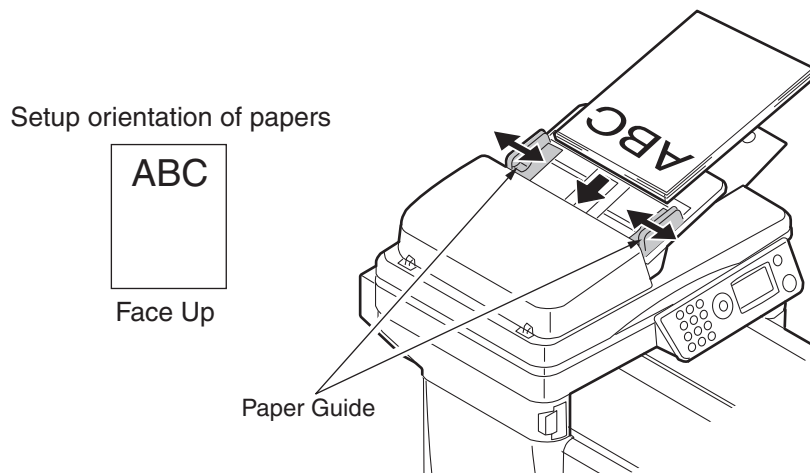
Placing the Original

In the Auto Document Feeder

- (1) Make sure your document is free of staples, paper clips and is not tore out.
- (2) If you have multiple pages, fan your document(s) to avoid occasional paper jam. The ADF holds up to 50 pages at one time.



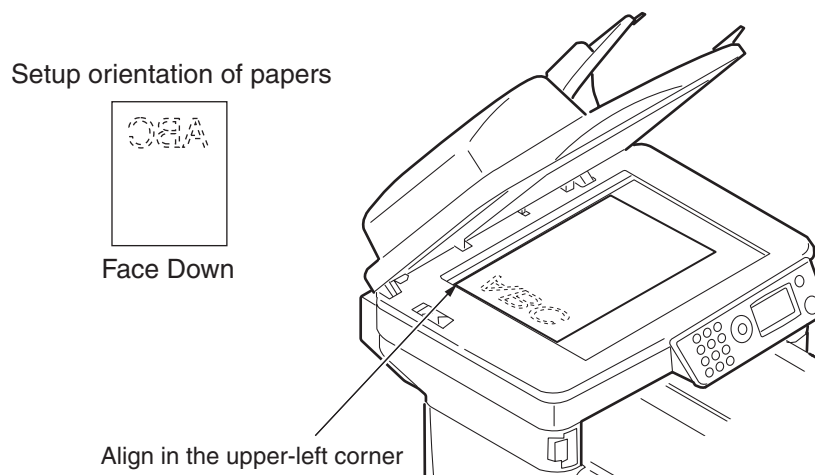
- (3) Place your document(s) with the text FACE UP in the ADF.



- (4) Adjust the Paper Guides to center the document(s) in the ADF.

On the Document Glass

- (1) Place your original with the text face down on the document glass.



3.5.2 Power Cable Connection

Conditions for Power Supplies

- Observe the following conditions:
Alternate Current (AC) : 110 ~127VAC(Range 99~140VAC)/220 ~240VAC(Range 198~264VAC)
Power Supply Frequency : 50Hz or 60Hz±2%
- Use a voltage regulator when the power supply is not stable.
- The maximum power consumption of this MFP is 980W. Confirm that the power supply has sufficient extra capacity.

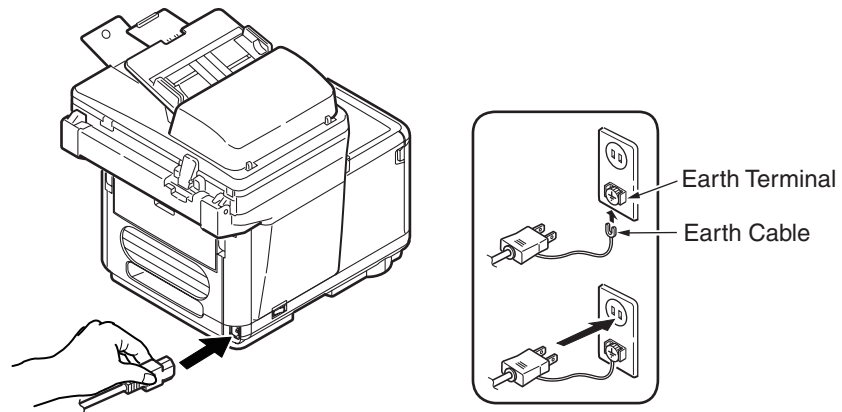
 Warning	It may expose you to electric shocks or cause a fire.	 
• Never fail to switch off the power supply at the time of connection or removal of the electric cord and earth cable. • Always connect the earth cable to the earth terminal equipped only for that purpose. Never connect the earth cable with water pipe, gas pipe, telephone cable earth terminal, lightening rod, etc. • Always grasp the power plug at the time of connection and removal of the electric cord. • Always make sure that the electric plug is inserted fully into the outlet. • Do not connect or disconnect the electric plug with the wet hand. • Do not install the electric cord at the place liable to be stepped on and do not put things on the electric cord. • Do not bundle up or tie up the electric cord • Do not use the damaged electric cord. • Do not put many loads on one electric outlet. • Do not connect this MFP to the same outlet with other electric machines. Particularly, erroneous operation may occur by electric noise when the same outlet is shared by the air conditioner, duplicator, shredder, etc. at the same time. When the same outlet had to be used, use a noise filter or noise cut transformer on the market. • Use the attached electric cord only. • Do not use an extension cord. Use the cord of over rating 15A if you had to use one. • When you use the extension cord, the MFP may not operate normally due to the drop of AC voltage. • Do not shut down the power supply or remove the power plug while printing. • Disconnect the power cord when the MFP would not be used for some long while due to consecutive holidays or journey.		

As to the connection of the electric cord and earth cable, explain fully to the customer showing the User's Manual.

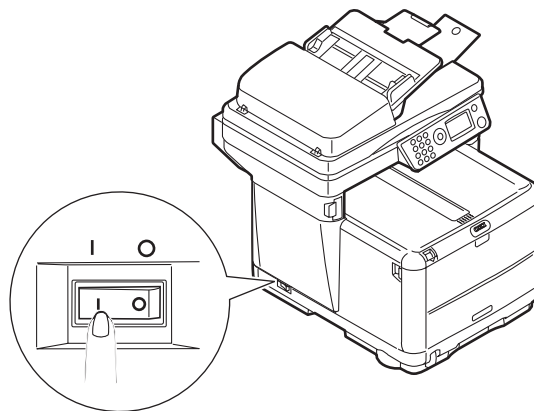
Connect Power Supply Cord

Note! Be certain the power switch is placed in the OFF (O) position.

- (1) Insert the electric cord in the MFP.
- (2) Connect the earth wire to the earth terminal of the AC power source outlet.
- (3) Connect the AC power cord insertion plug to the AC power source outlet.

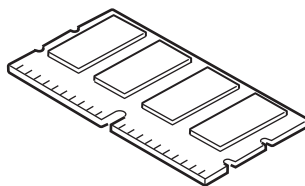


Press ON (I) of Power Switch



3.5.3 Installation of Optional Components

(1) Extension Memory Installation

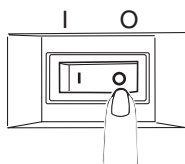


Type	On-board	Memory slot	Total
N/A (Standard)	64MB	64MB	128MB
MEM256D	64MB	256MB	320MB

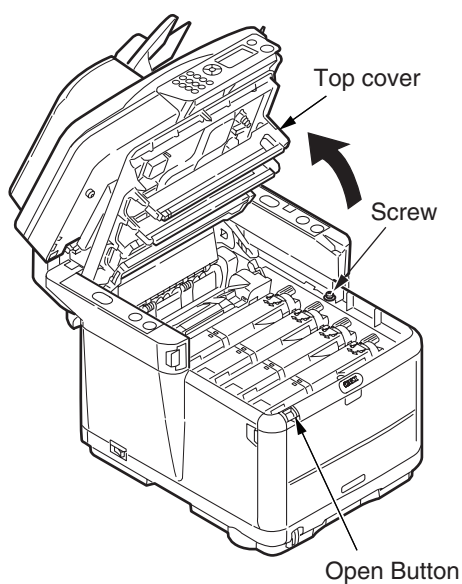
- Note!**
- You must use genuine Oki Original. Otherwise, the memory will not work.
 - A 64MB memory is installed as standard in the memory slot. If you use a 256MB memory, remove the 64MB memory before use.

Switch the power supply of the MFP off and pull out the electric cord.

- Note!** If installed with the switch on, an electric shock or a trouble to the MFP may occur.



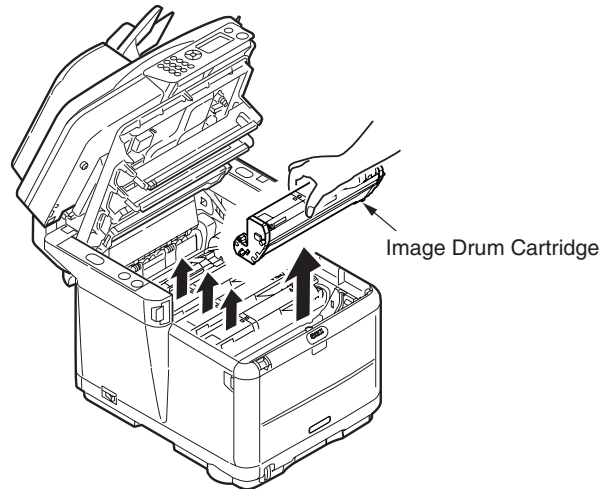
Lift the scanner and open the top cover.



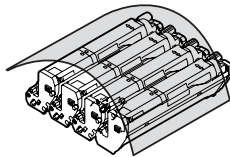
Eliminate static electricity by touching a screw.

Remove the image drum cartridges.

- (1) Remove the 4 image drum cartridges.



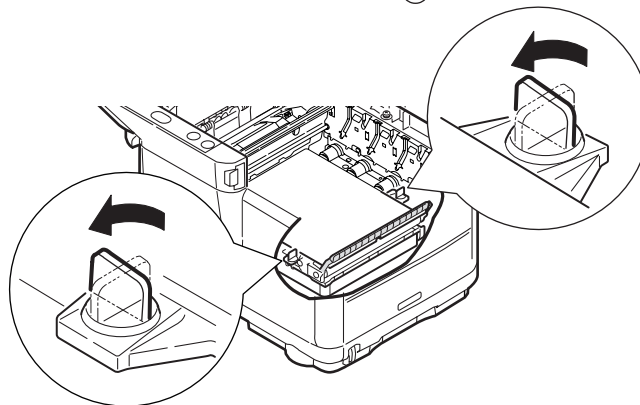
- (2) Cover the removed image drum cartridges with a sheet of black paper.



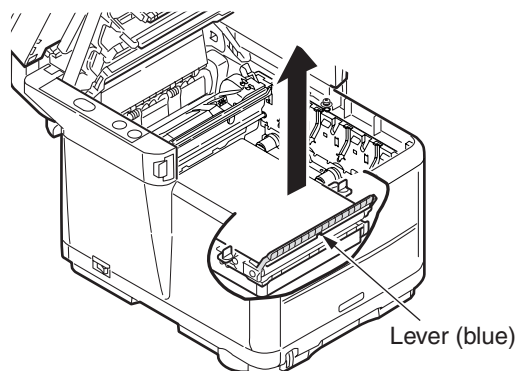
- Note!**
- As the image drum (green tube portion) is quite liable to injury, take care fully at the time of handling.
 - Do not expose the image drum cartridge to the direct sunshine or bright light (approximately more than 1,500 lux). Do not leave it more than 5 minutes under the room light.

Remove the belt unit.

- (1) Turn the lock levers (blue, 2) in the direction of , and release the lock.

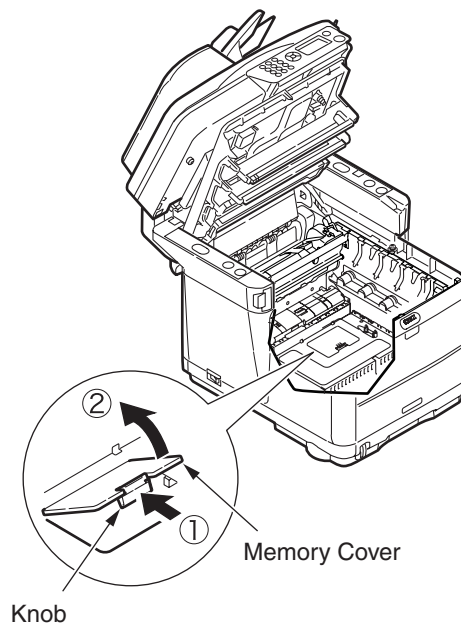


- (2) Hold the lever (blue) of the belt unit and take out the belt unit gently.



Open the memory cover.

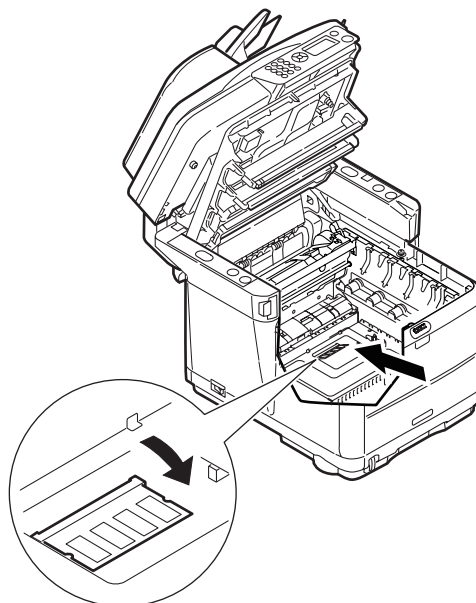
- (1) Release the lock by pushing the knob of the memory cover in the direction of the arrow and open the memory cover.



Install the memory.

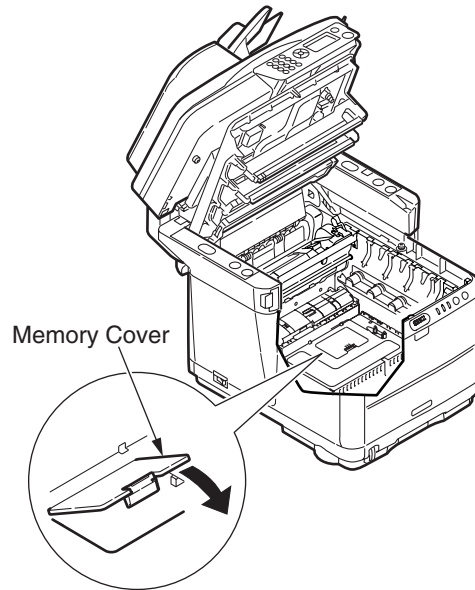
Note! Do not touch electronic parts and connector terminal.

- (1) Neutralize static electricity by letting the bag touch the metal part before taking out the memory from the bag.
- (2) Pay attention to the direction of the memory. There is a cut on the terminal part of the memory to fit it into the connector of the slot.
- (3) Insert the memory in the empty slot and bring it down to the circuit board side.



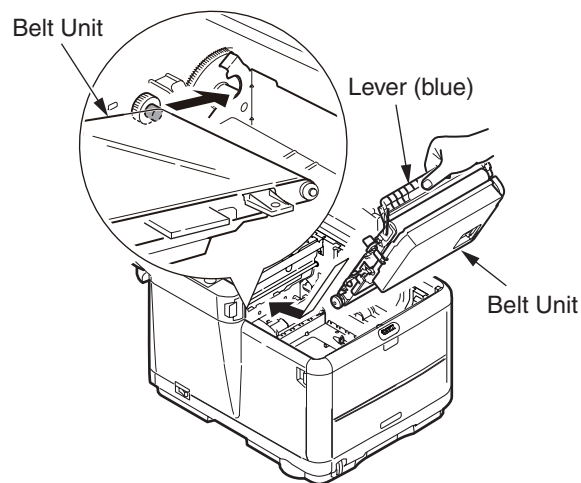
Close the memory cover.

- (1) Close the memory cover. Confirm that it is firmly locked.

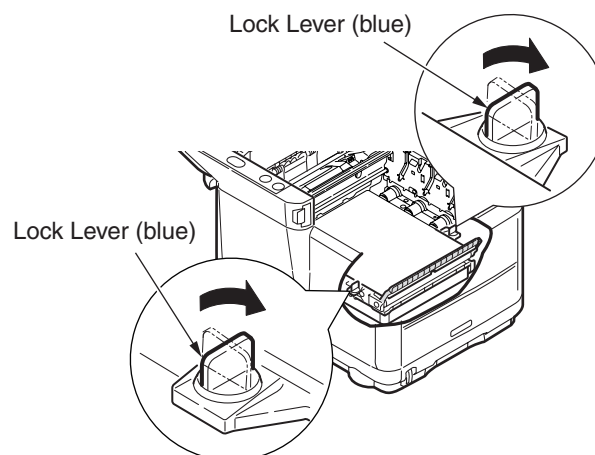


Install the belt unit.

- (1) Hold the belt unit lever (blue) and install the belt unit.

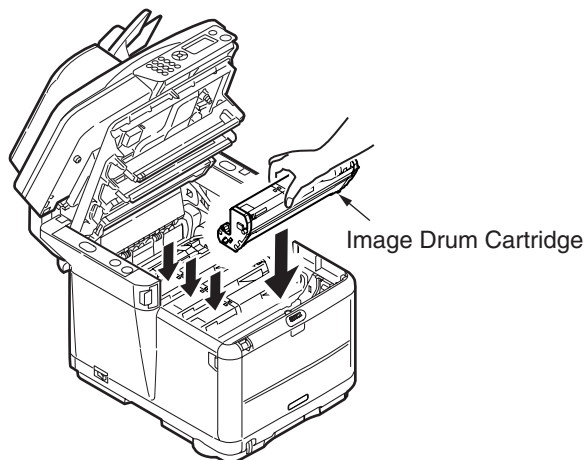


- (2) Turn the lock lever(blue, 2) in the direction of  and confirm that the belt unit is firmly fixed.



Install the image drum cartridge.

- (1) Restore the 4 image drum cartridges to the original place.

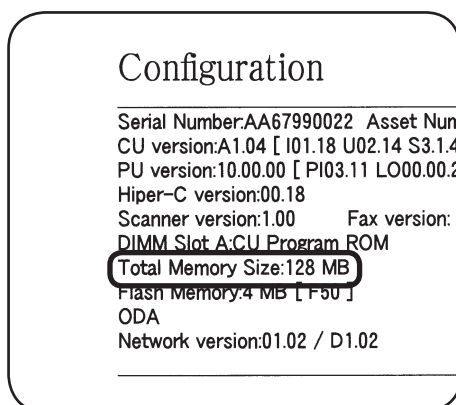


Install the electric cord and printer cable to the MFP and set the switch on.

3.5.4 Confirm the Recognition of Option

In order to confirm that the items of option are correctly installed, conduct the menu map printing referring to “3.6 Configuration Page Print”.

- (1) Confirm Recognition of Additional Memory
 Confirm the contents of the configuration pages.
 Confirm the total memory size displayed as “TOTAL MEMORY SIZE” in the header portion.



3.6 Configuration Page Print

Make sure that the MFP operates normally.

- (1) Set sheets of A4 paper in the tray.
- (2) From the panel menu, select "Menu".
(Press the down button to go to "Menu" and then press the enter button.)
- (3) Select "Print Information".
(Press the down button to go to "Print Information" and then press the enter button.)
- (4) Select "Configuration".
- (5) Select "Execute".

(Sample) C3530MFP

Configuration		C3530 MFP
Serial Number:AA67990022 Asset Number: CU version:A1.04 [I01.18 U02.14 S3.14o B00.75 PPC405PS 266MHz F50 J0] PU version:10.00.00 [P103.11 L000.00.20] ET:1000000A05060220132109000000000A KYMC-1111 Hiper-C version:00.18 Fax version: Scanner version:1.00 DIMM Slot A:CU Program ROM Total Memory Size:128 MB Flash Memory:4 MB [F50] ODA Network version:01.02 / D1.02		
Language format:1.0		
Print Information	POP3 Port	110
Configuration	Authentication Method	No
Network Information	Login Name	
Demo Page	Password	*****
DEMO1		****
MFP Usage Report	LDAP Server Setup	
Supplies Status Report	Server Settings	
	LDAP Server	
Admin Setup	Port Number	389
System Setup	Timeout	30
Access Control	Max. Entries	100
Power Save Time	Search Root	
Return to Standby Time	Attributes	
Default Mode	Name1	cn
Unit of Measure	Name2	sn
Date Format	Name3	givenName
Report Full Print	Mail Address	mail
Panel Contrast	Additional Filter	
Network Setup	Authentication	
Active Device	Method	Anonymous
Network	Fax Setup	
TCP/IP	Clock Adjustment	01/03/1970 23:13
IP Address Set	Basic Setup	
IP Address	Service Bit	Off
Subnet Mask	Country Code	International
Gateway Address	Local Phone No.	
DNS Server Primary	Sender ID	
DNS Server Secondary	Auto Trans. Report	Off
Web	Ring Response	1 ring
SNMP	Speaker Volume	Middle
Hub Link Setting	Fax Line Setup	
Factory Defaults?	Redial Tries	2 tries
Printer Setup	Redial Interval	3 minutes
Copies	Dial Tone Detection	On
Media Check	Busy Tone Detection	On
Mono-Print Speed	MF(Tone)/DP(Pulse)	MF
X Dimension	Memory Setup	
Y Dimension	Receive Buff Size	Auto
Scanner Setup	Change Password	
Job Build Scanning	Reset Settings	
Email Setup	Scanner Counter Clear	
Add "To" Address	Pages Scanned	
Default File Name	ADF Pages Scanned	
Subject List	Printer Menu	
#00	Tray Configuration	
#01	Manual Feed	Off
#02	Tray1 Config	
#03	Paper Size	A4
#04	Media Type	Plain
Default From	Media Weight	Medium
Separation Limit	Manual Feeder Config	
Auto Trans. Report	Paper Size	Letter
Mail Server Setup	Media Type	Plain
SMTP Server	Media Weight	Medium
SMTP Port	Printer Adjust	
POP3 Server		

(Sample) C3520MFP

Configuration

C3520 MFP

Serial Number: 67BETA1L2014 Asset Number:
 CU version: A1.04 [I01.18 U02.14 S3.14o B00.75 PPC405PS 266MHz F50 J0]
 PU version: 10.00.00 [P103.11 L000.00.20] ET: 1002000A0606031A14210900000000F0 KYMC-1111
 Hiper-C version: 00.18
 Scanner version: 1.00
 DIMM Slot A: CU Program ROM
 Total Memory Size: 64 MB
 Flash Memory: 4 MB [F50]
 OEL
 Network version: 01.02 / D1.02

Language format: 1.0

Print Information	Authentication Method	No
Configuration	Login Name	
Network Information	Password	*****
Demo Page		****
DEMO1	LDAP Server Setup	
MFP Usage Report	Server Settings	
Supplies Status Report	LDAP Server	
	Port Number	389
	Timeout	30
	Max. Entries	100
	Search Root	
	Attributes	
	Name1	cn
	Name2	s
	Name3	givenName
	Mail Address	mail
	Additional Filter	
	Authentication Method	Anonymous
Admin Setup	Memory Setup	
System Setup	Receive Buff Size	Auto
Access Control	Change Password	
Power Save Time	Reset Settings	
Return to Standby Time	Scanner Counter Clear	
Default Mode	Pages Scanned	
Unit of Measure	ADF Pages Scanned	
Date Format		
Report Full Print		
Panel Contrast		
0		
Network Setup	Printer Menu	
Network	Tray Configuration	
TCP/IP	Manual Feed	Off
Enable	Tray1 Config	
IP Address Set	Paper Size	A4
Manual	Media Type	Plain
IP Address	Media Weight	Medium
192.168.1.118	Manual Feeder Config	
Subnet Mask	Paper Size	A4
255.255.255.0	Media Type	Plain
Gateway Address	Media Weight	Medium
192.168.1.254		
DNS Server Primary	Printer Adjust	
0.0.0.0	Manual Timeout	60 seconds
DNS Server Secondary	Wait Timeout	90 seconds
0.0.0.0	Low Toner	Continue
Web	Jam Recovery	On
Enable	Paper Black Setting	0
SNMP	Paper Color Setting	0
Enable	SMR Setting	0
Hub Link Setting	BG Setting	0
Auto Negotiate	Print Position Adjust	
Factory Defaults?	X Adjust	0.00 millimeter
	Y Adjust	0.00 millimeter
	Drum Cleaning	Off
Printer Setup	Copy Menu	
Copies	Copies	1
Media Check	Reduce/Enlarge	100%
Enable	Mode	Photo
Mono-Print Speed		
Auto		
X Dimension		
210 millimeter		
Y Dimension		
297 millimeter		
Scanner Setup		
Job Build Scanning		
On		
Email Setup		
Add "To:" Address		
On		
Default File Name		
Subject List		
#00		
#01		
#02		
#03		
#04		
Default From		
Separation Limit		
No limit		
Auto Trans. Report		
Off		
Mail Server Setup		
SMTP Server		
SMTP Port		
25		
POP3 Server		
POP3 Port		
110		

(Sample) MC360

Configuration

MC360

Serial Number: AE78015147 Asset Number:
 CU version: M0.31 [I01.18 U02.16 S4.01g B00.02 PPC405PS 266MHz F50 J0]
 PU version: C0.00.00 [P103.11 L000.00.20] ET: C00000000506031D19210900000000B KYMC-1111
 Hiper-C version: 00.18
 Scanner version: 3.00 Fax version: 0.12
 DIMM Slot A: CU Program ROM
 Total Memory Size: 128 MB
 Flash Memory: 8 MB [F50]
 ODA
 Network version: 00.07 / D0.14
 Language format: 0.05

Print Information	Authentication Method	No
Configuration	Login Name	
Network Information	Password	*****
Demo Page		****
DEMO1	LDAP Server Setup	
MFP Usage Report	Server Settings	
Supplies Status Report	LDAP Server	
	Port Number	389
	Timeout	30
	Max. Entries	100
	Search Root	
Admin Setup	Attributes	
System Setup	Name1	cn
Access Control	Name2	sn
Power Save Time	Name3	givenName
Return to Standby Time	Mail Address	mail
Default Mode	Additional Filter	
Unit of Measure	Authentication	
Date Format	Method	Anonymous
Report Full Print		
Panel Contrast	Fax Setup	
0	Clock Adjustment	03/09/2008 14:01
Network Setup	Basic Setup	
Network	Service Bit	Off
TCP/IP	Country Code	U.S.A.
IP Address Set	Local Phone No.	
IP Address	Sender ID	
Subnet Mask	MCF(Single Location)	Off
Gateway Address	MCF(Multi Location)	Off
DNS Server Primary	Error MCF	Off
DNS Server Secondary	Image in MCF	Off
Web	H/Modem Rate	33.6 Kbps
SNMP	TAD Mode	Type3
Hub Link Setting	Tel Priority Mode	Off
Factory Defaults?	CNG Detection	Off
Printer Setup	T/F Timer Prg.	20 seconds
Copies	Remote Receive No.	Off
Media Check	Ring Response	1 ring
Mono-Print Speed	Speaker Volume	Middle
X Dimension	Soft Ringer Volume	High
Y Dimension	Fax Line Setup	
Scanner Setup	Redial Tries	1 tries
Job Build Scanning	Redial Interval	3 minutes
Email Setup	Dial Tone Detection	Off
Add "To." Address	Busy Tone Detection	On
Default File Name	MF(Tone)/DP(Pulse)	MF
Subject List	Memory Setup	
#00	Receive Buff Size	Auto
#01	Change Password	
#02	Reset Settings	
#03	Scanner Counter Clear	
#04	Pages Scanned	
Default From	ADF Pages Scanned	
Separation Limit	Printer Menu	
Auto Trans. Report	Tray Configuration	
Mail Server Setup	Manual Feed	Off
SMTP Server		
SMTP Port		
POP3 Server		
POP3 Port		

(Sample) MC350

TBD

3.7 Network Information Print

Confirm the network information print.

- (1) Push the TEST switch beside the network connector on the back of the MFP for 5 seconds and release. Then the network information will be printed.

(Sample) In case of C3520MFP

Network Information	
System Information	
Serial Number	AA67990022
Asset Number	
General Information	
Device Name	OKI-C3540 MFP-740F37
Short Device Name	C3540MFP-740F37
MAC Address	00:80:87:74:0F:37
Network Model	OkilAN 9200e
NIC Program version	01.02
NIC Default version	D1.02
HUB Link Setting	Auto Negotiate
HUB Link Status	OK (100Base-TX Full)
Network Status	Unicast Packets Received 124
	Packets Transmitted 188
	Total Packets Received 424725
	Unsendable Packets 0
	Bad Packets Received 0
TCP/IP Configuration	
IP Address Set	Auto (DHCP/BOOTP : 172.27.167.227)
IP Address	172.27.167.40
Subnet Mask	255.255.255.0
Gateway Address	172.27.167.254
DNS Server (Primary)	172.26.51.51
DNS Server (Secondary)	172.26.52.51
SNTP Configuration	
Time/SNTP Settings	
SNTP	Disable
NTP Server (Primary)	
NTP Server (Secondary)	
Local Timezone Settings	
Local Time Zone	00:00 hour(s)
Daylight Saving Settings	
Daylight Saving	Disable
Security	
Service ON/OFF	
Web	Enable
SNMP	Enable
Mail Configuration	
Mail Server Setup	
SMTP Server	
SMTP Port	25
POP3 Server	
POP3 Port	110
Authentication Method	No
Login Name	
LDAP Configuration	
Server Settings	
LDAP Server	
Port Number	389
Timeout	30 seconds
Max Entry	100
Search Root	
Attribute	
User Name 1	cn
User Name 2	sn
User Name 3	givenName
Mail Address	mail
Additional Filter	
Authentication Method	
Method	Anonymous
User ID	

3.8 Connection Procedures

<USB Connection>

Prepare a USB Cable.

- Note!**
- The cable of the MFP is not attached. Users should buy separately.
 - Obtain the cable of USB specification by yourself.
 - Use the USB cable of Hi-Speed specification in case the connection is to be made using "Hi-Speed" mode of USB2.0.

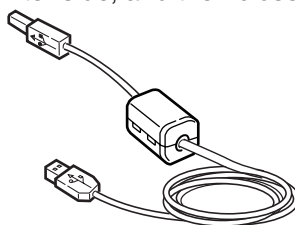


Preparing cores

- Memo** Use the longer one of two kinds cores packed with MFP.

How to attach a core

- Memo** Attach a core to the USB cable at the point about 30~40mm away from the connector part of the printer side, and then close the core to fix it.



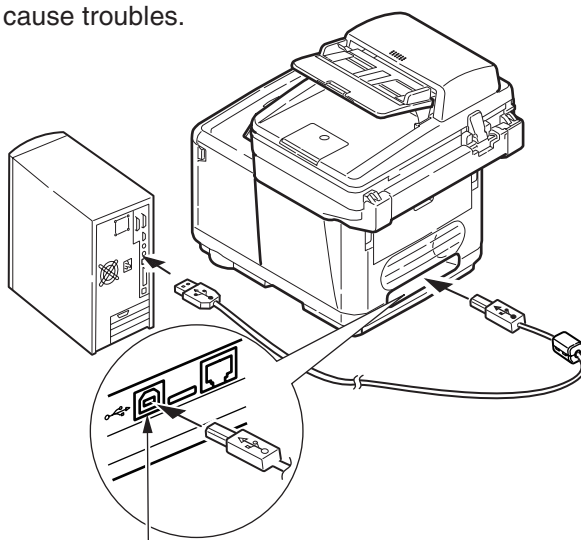
Switch off the power of the MFP and computer.

- Memo** Although the USB cable can be connected or removed with the switch of the computer and printer on, switch off the power of the MFP at this step in order to ensure installation of the MFP driver and USB driver later.

Connect the MFP with the computer.

- (1) Plug the USB cable into the USB interface connector of the MFP.
- (2) Plug the USB cable into the USB interface connector of the computer.

- Note!** Be careful not to insert the USB cable into the network interface connector. Or else it may cause troubles.



USB Interface Connector

<LAN Cable Connection>

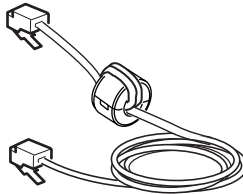
Prepare the LAN cable.

Preparing cores

Memo Use the shorter one of two kinds cores packed with MFP.

How to attach a core

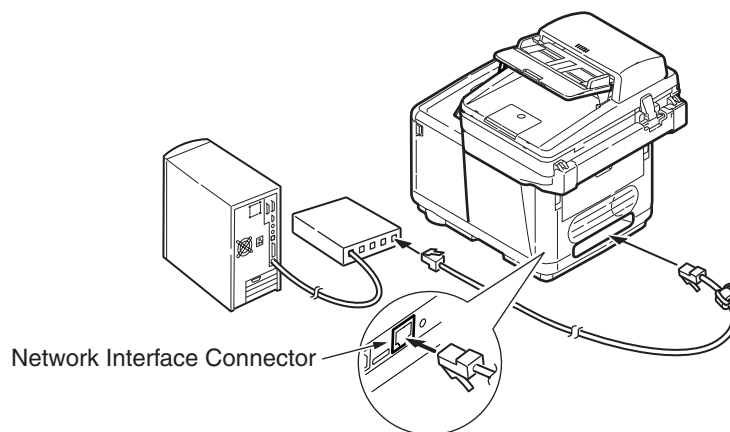
Memo Attach the LAN cable on a core 2 times and then close the core case to fix it.
The core must be about 50~60mm away from the connector.



Switch off the power of the MFP and computer.

Connect the computer and MFP.

- (1) Plug the Ethernet cable into the network interface connector of the MFP.
- (2) Plug the Ethernet cable into the hub.



<TEL cable. Line Cable Connection>Note! only C3530MFP/MC360

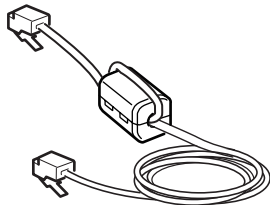
Prepare the TEL cable and Line cable.

Preparing cores

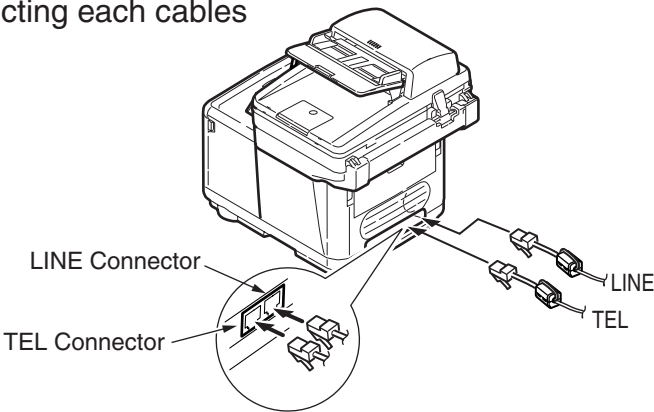
Memo Use two longer ones of two kinds cores packed with MFP.

How to attach a cores

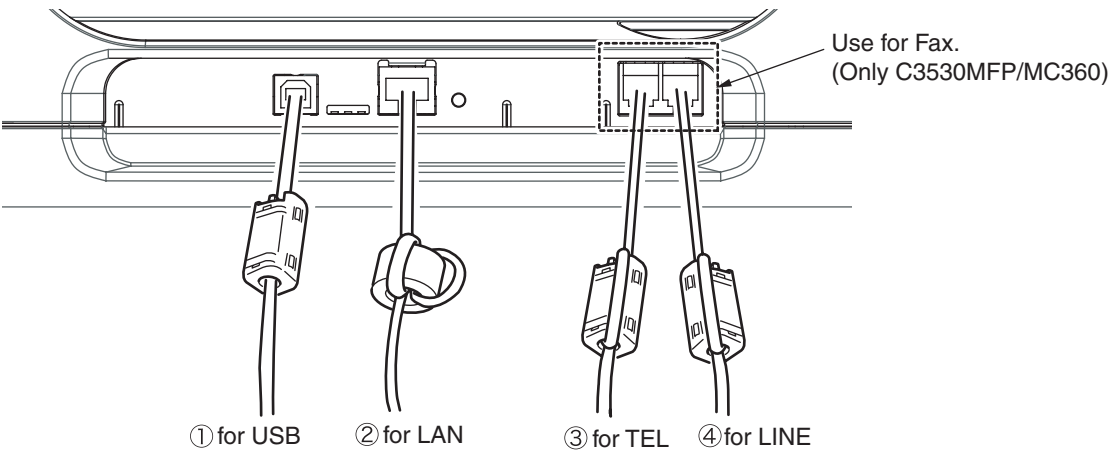
Memo Wind the TEL cable and Line cable on each core 1 time and then close the core cases to fix them. The cores must be about 80~100mm away from the each connector.



The places for connecting each cables



The state after connecting



	Cable	Core Name	Part No.	Core shape	Winding count	C3520MFP/ MC350	C3530MFP/ MC360
①	for USB	SFT-59SN	1051007C0001	Long Type	0	○	○
②	for LAN	TFT-152613N	1051009C0002	Short Type	2	○	○
③	for TEL	SFT-59SN	1051007C0001	Long Type	1	X	○
④	for LINE	SFT-59SN	1051007C0001	Long Type	1	X	○

※ C3530MFP CHN-M is connectable only for exclusive use conversion equipment.
Do not connect to public line.
Do not also connect to switchboard directly or exclusive use line without any conversion equipment.

3.9 Checking of User Paper

Set the medium the user uses, set up media type/weight, conduct menu map/demo print and confirm that the toner does not peel off.

Types	Weight	Setting values of the printer menu setting		Setting ^{*2} for [Media weight] of the printer driver
		Media weight	Media type ^{*1}	
Regular paper ^{*3}	55-64kg(64-74g/m ²)	Light	Light	Light
	55-64kg(64-74g/m ²)	Medium		Medium
	55-64kg(64-74g/m ²)	Heavy		Heavy
	55-64kg(64-74g/m ²)	Ultra Heavy		Ultra Heavu
Postcard ^{*4}	-	-	-	-
Envelope ^{*4}	-	-	-	-
Label paper	Less than 0.1-0.17mm	Heavy	Lebel paper	Label paper 1
	0.17-0.2mm	Ultra Heavy		Label paper 2

^{*1} : The set-up of the media type at the time of shipment from the factory is "Light".

^{*2} : Thickness and type of paper can be set up by the printer driver. When they are set up by the printer driver, the printer driver set-up has priority. When "Automatic Selection" is selected by "Paper Feed Method" of the printer driver or when "Printer Set-up" is selected by "Paper Thickness", printing is made by the set-up of the printer menu setting.

^{*3} : Thickness of paper for both side printing is 65~90kg in weight (75~105g/m²).

^{*4} : Set-up of media weight and media type is not necessary for postcards and envelopes.

Memo When "Heavy" and "Ultra Heavy" of Media Weight and "Label Paper" of Media Type are set up, the printing speed becomes slow.

4. REPLACEMENT OF PARTS

This section explains the field replacement procedures for parts, assemblies and component units. While those replacement procedures refer to the disassembling of parts, follow the same procedures inversely for reassembling them.

The part numbers (1, 2, etc.) employed in this manual are different from those assigned in the corresponding configuration diagrams of Disassembly for Maintenance (43605601TL) and RSPL (43605601TR).

4.1 Precautions on the replacement of parts

- (1) Prior to replacing a part, be sure to disconnect the AC cord and interface cable.

- (a) To disconnect the AC cord, always follow the procedure described below:

- ① Switch the power switch of printer off "O".
- ② Disconnect the AC insertion plug of the AC power cord from the AC power source.
- ③ Disconnect the earth wire from the earth terminal of the AC power source outlet.
- ④ Disconnect the AC cord and the interface cable with the printer.



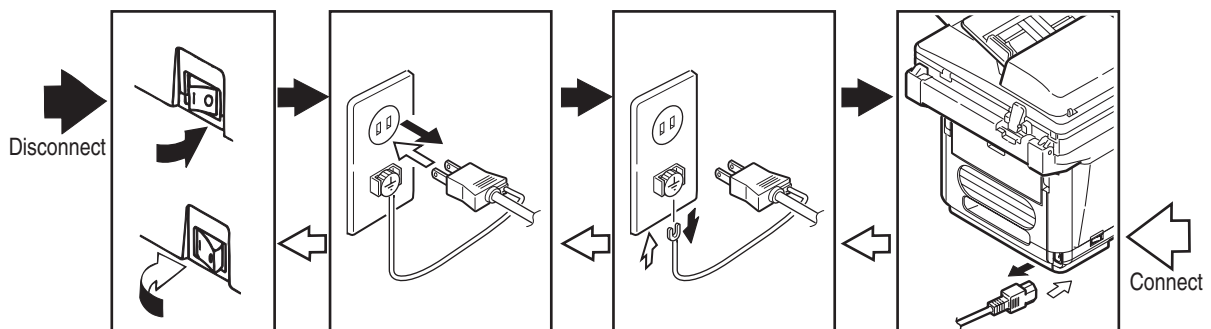
There is a risk of electric shock during replacement of the low voltage power supply.

Use insulating gloves or avoid direct contact with any conducting part of the power supply, and caution should be exercised during replacement.

The capacitor may take one minute to complete discharge after the AC cord is unplugged. Also, there is a possibility that the capacitor doesn't discharge because of a breakage of the PCB, etc., so remember the possibility of electric shock to avoid electric shock.

- (b) To reconnect the printer, always follow the procedure described below:

- ① Connect the AC cord and the interface cable with the printer.
- ② Connect the earth wire to the earth terminal of the AC power source outlet.
- ③ Connect the AC power cord insertion plug to the AC power source outlet.
- ④ Switch the power switch of printer on "I".

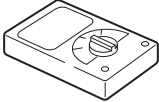
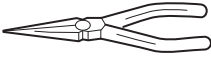
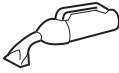
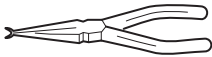


- (2) Do not disassemble the MFP as long as it is operating normally.
- (3) Limit disassembly to a necessary minimum. Do not remove other parts than those specified in the part replacement procedure.
- (4) Use the designated maintenance tools.
- (5) Conduct disassembly by following the specified sequential order. Failure to observe this order could damage the parts.
- (6) Screws, collars and other small parts should be attached provisionally to their original positions, since they are liable to be lost.
- (7) When handling a microprocessor, ROM, RAM and other ICs and circuit boards, do not wear gloves that tend to generate static electricity.
- (8) Printed-circuit boards should not be placed directly on an equipment or floor.

[Maintenance Tools]

Clawle 4-1-1 indicates the tools necessary to replace printed-circuit boards and component units.

Clawle 4-1-1 Maintenance Tools

No.	Service Tools		Q' ty	Place of use	Remarks
1		No. 2-200 Philips screwdriver, Magnetized	1	3~5 mm screws	
2		No. 3-100 screwdriver	1		
3		No. 5-200 screwdriver	1		
4		Digital multimeter	1		
5		Pliers	1		
6		Handy cleaner	1		Refer to the following note.
7		E-ring pliers	1		
8		Tweezers	1		Curved-tip type

Note: Use a vacuum cleaner dealing with toner. Using a common vacuum cleaner may cause fire.

Clawle 4-1-2 indicates the tools necessary for using maintenance utilities.

Table 4-1-2 Maintenance Tools

No.	Service Tools		Q' ty	Place of use	Remarks
1		Laptop computer [Must have maintenance utilities installed]	1		
2		USB cable	1		

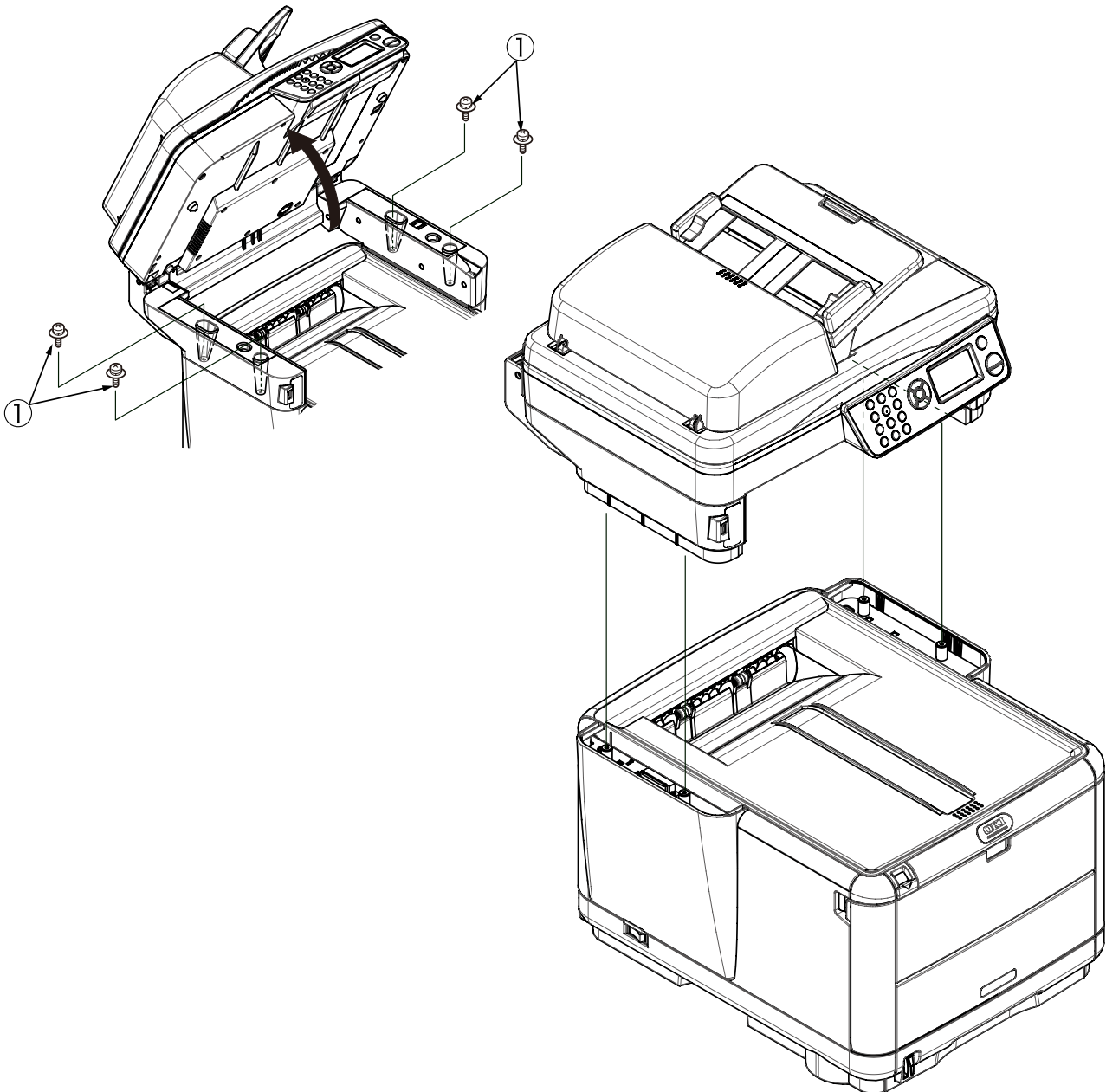
4.2 Part replacement methods

This subsection explains the replacement methods for the parts and assemblies illustrated in the disassembly system diagram below.

4.2.1 Detachment methods of the scanner and printer

- (1) By lifting the scanner in the direction of the arrow, create screw removal space above the printer.
- (2) Remove the four screws(silver) ①
(hold the front side of the stay on each side of the printer so as not to allow the scanner to tilt back).
- (3) Put the scanner back in its original horizontal position.
- (4) By holding the scanner by the right and left stays and vertically lifting it up, separate the scanner from the printer.

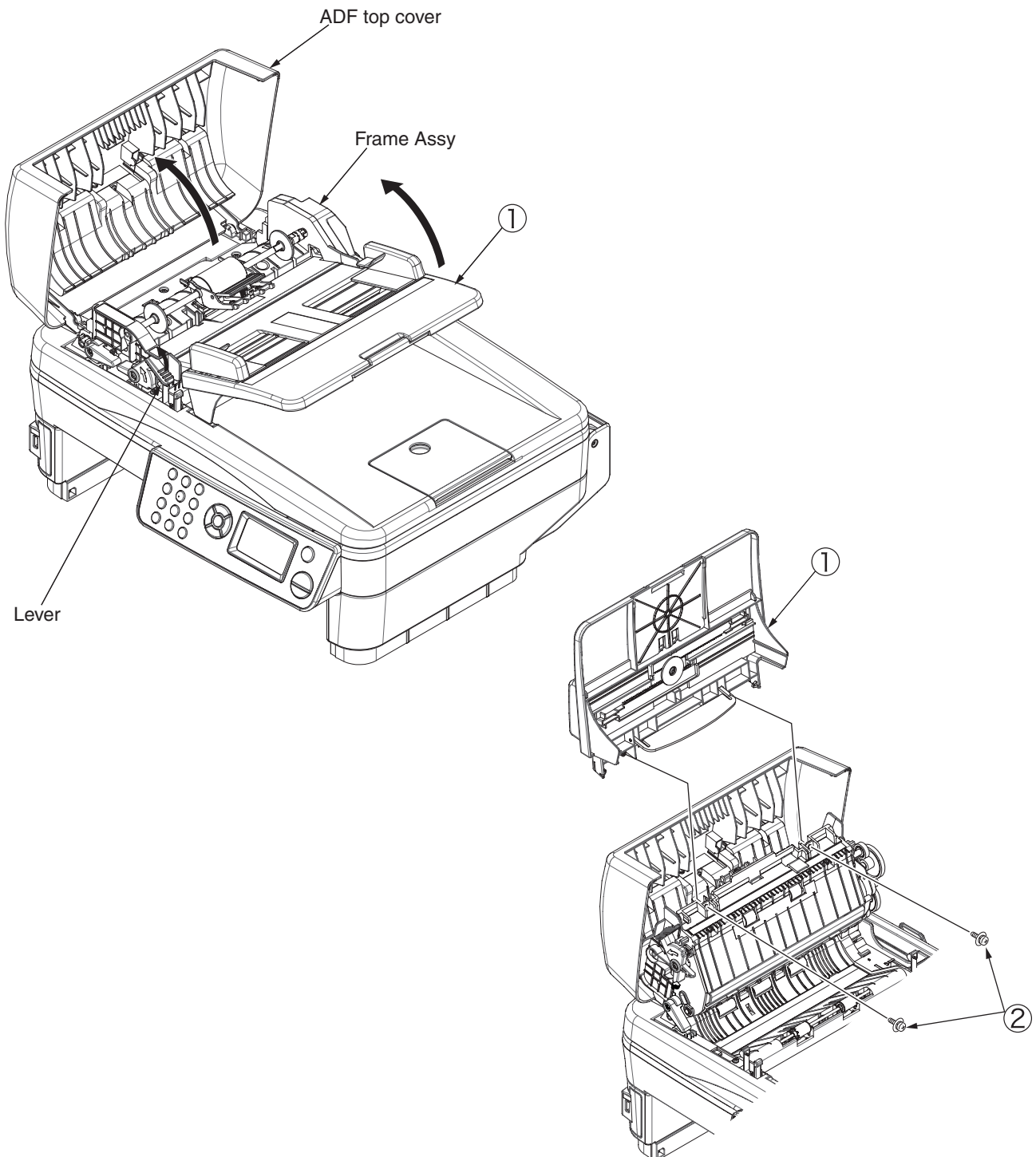
Note: When attaching the scanner to the printer, bring down the scanner onto the printer from directly above the printer so as not to damage the connector joints.



4.2.2 Scanner

4.2.2.1 Detachment of the paper tray

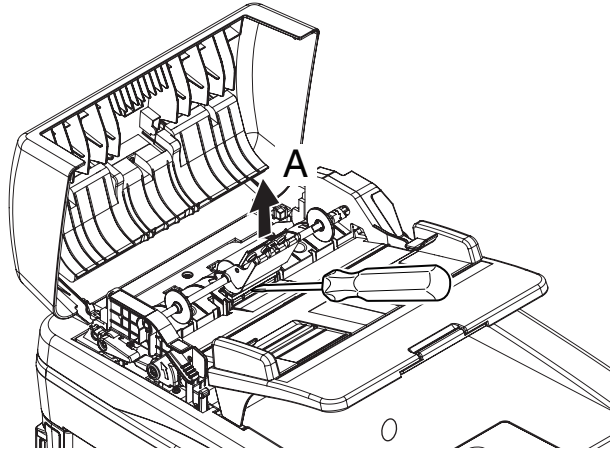
- (1) Gently open the ADF top cover.
- (2) Turn the lever in the direction of the arrow to put the frame assembly and the paper tray upright.
- (3) Remove the two screws (black) ②, and then the paper tray ①.



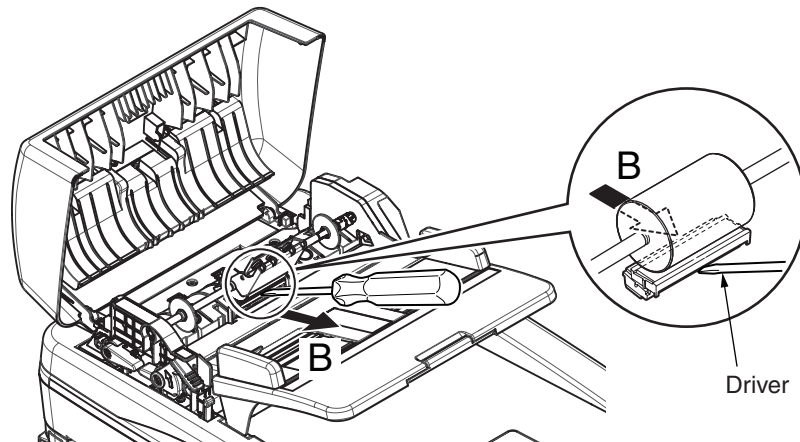
4.2.2.2 Detachment of Pad

- (1) Open the ADF top cover. (See sub 4.2.2.1)
- (2) As in the figure under, insert the tip of the small minus driver softly to the dent of the pad case. By this operation, the inner hooks of pad is removed in direction of the arrow (A).

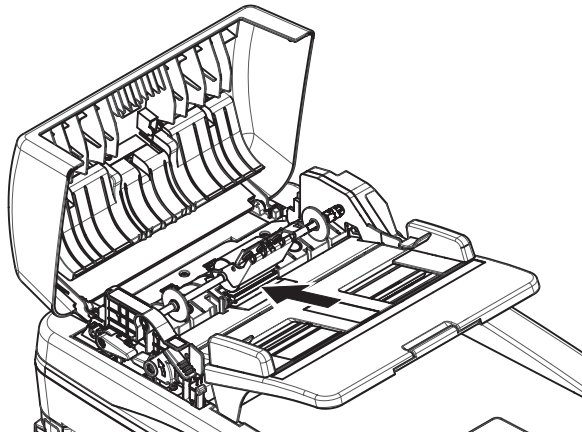
Note: In order to cause damage to the surface of roller, please take attention to use the tool when this operation.



- (3) Push another side of pad forward in direction of the arrow (B) with the tool inserted.

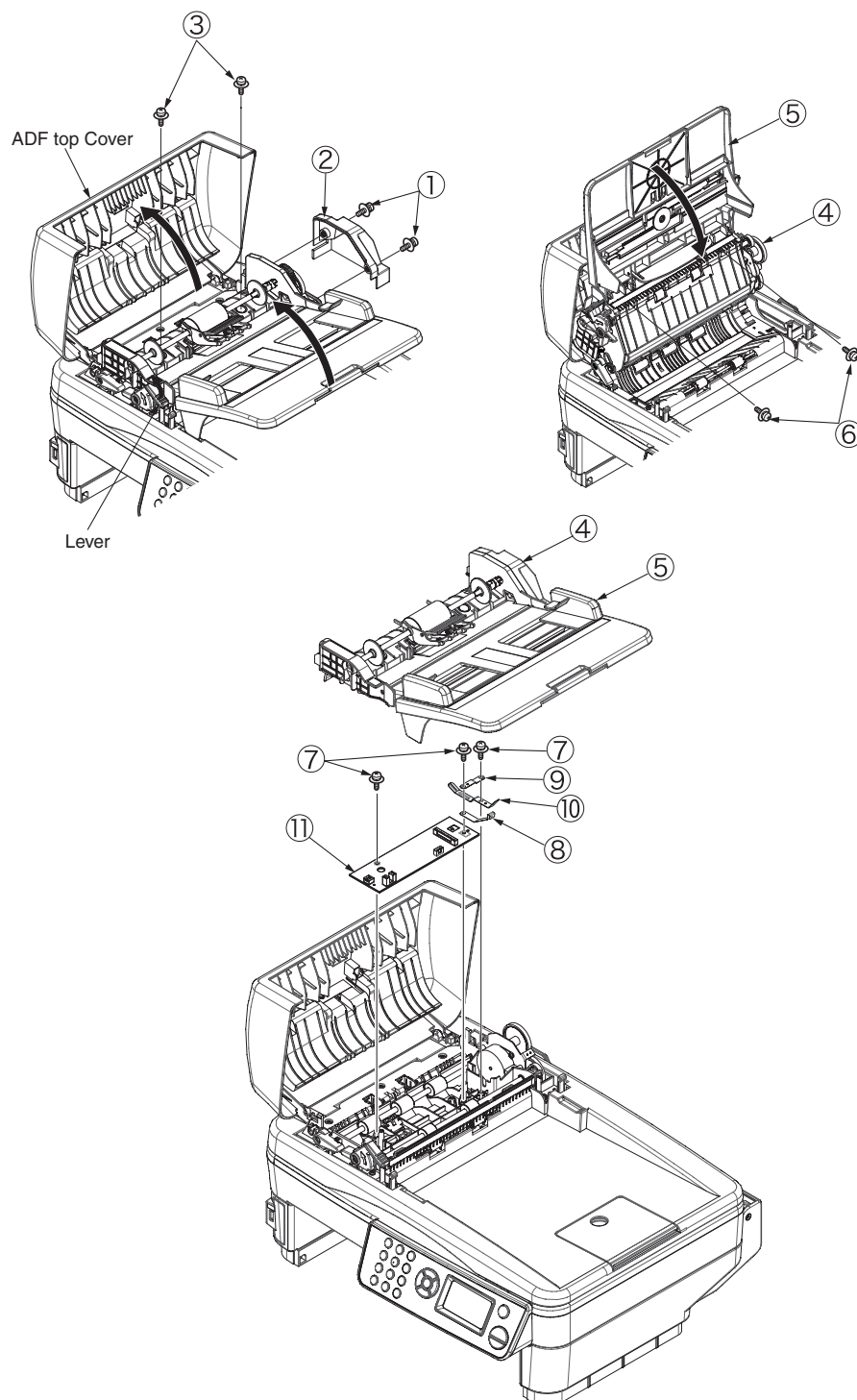


- (4) Exchange to the new pad in the direction of the arrow.



4.2.2.3 Removing ADF PCBA

- (1) Gently open the ADF top cover.
- (2) Remove the two screws(black) ① to remove the cover-gear ②.
- (3) Remove the two screws(black) ③.
- (4) Turn the lever in the direction of the arrow to put the frame Assembly ④ and the paper tray ⑤ upright.
- (5) Remove the two screws(black) ⑥.
- (6) Restore the frame Assembly ④ and the paper tray ⑤ in their original positions.
- (7) Release the frame Assembly ④ from the hook near its supporting point on each side of the scanner to remove the Assembly and the paper tray ⑤.
- (8) Remove the three screws(black) ⑦ to remove the ground plate ⑧, ⑨ and ⑩.
- (9) Unplug all the connectors and remove the ADF PCBA ⑪.



4.2.2.4 Removing operation panel

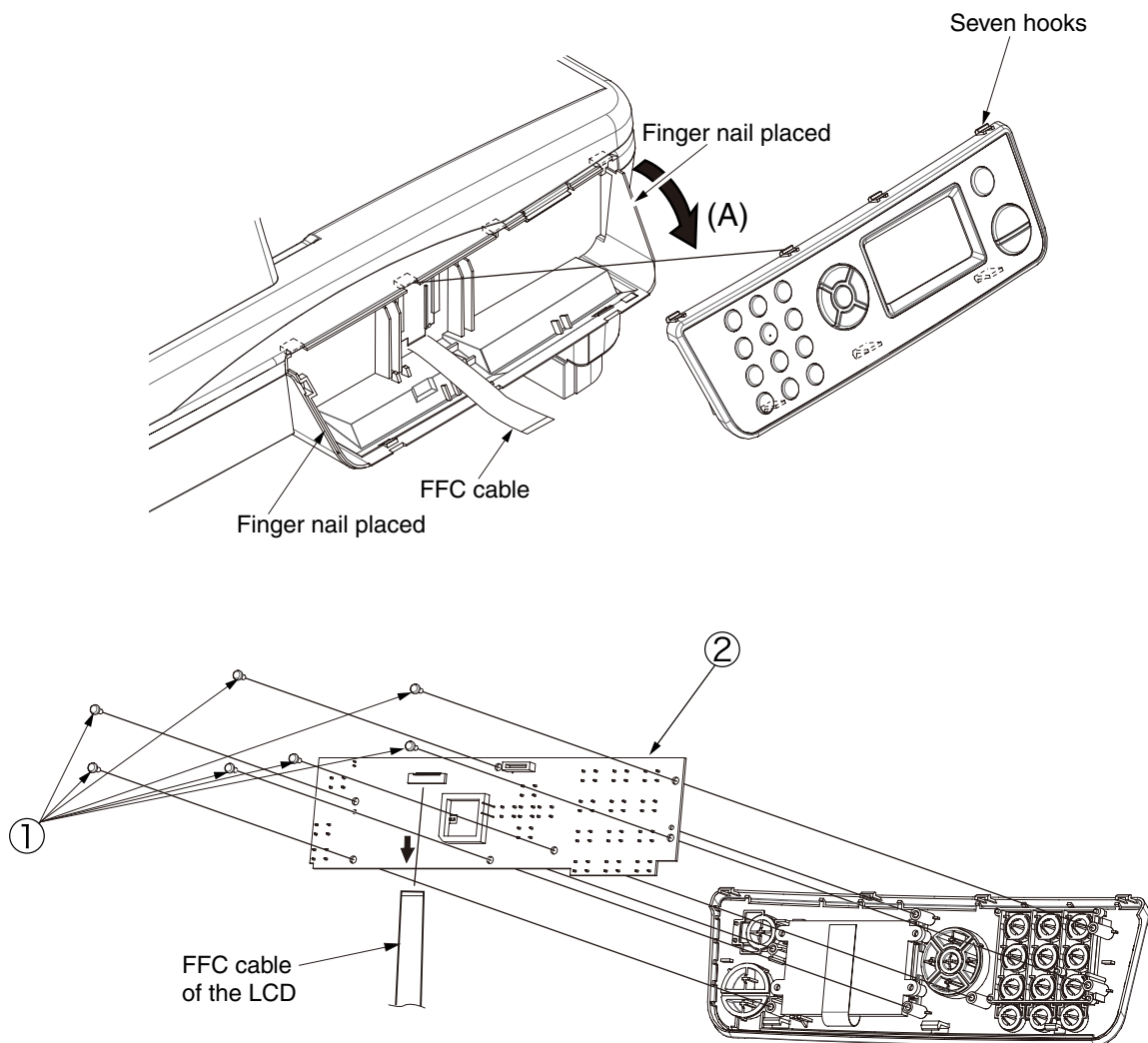
- (1) By putting nails of each hand in the space at the portion of the fit between the operation panel Assembly and the flatbed on the side of the hand, disengage from the scanner the four upper hooks on the operation panel Assembly in direction of the arrow (A).
- (2) Pull the FFC cable straight out of the connector on the back of the operation panel.

Note: Be careful not to remove or insert the FFC cable at an angle from the connector on the back of the operation panel Assembly their terminals are damaged.

Removing operation panel PCBA

- (1) Pull the FFC cable out of the LCD straight in the direction of the arrow.
- (2) Remove the six screws (black) ①.
- (3) Remove the operation panel PCBA ②.

Note: Removing or inserting the FFC cable at an angle from the connector on the back of the operation panel Assembly damages their terminals.



4.2.2.5 Removing the MPCBA/Cooling Fan

- (1) Turn the scanner unit upside down.
- (2) Pull up the stays L and R at the same time until they stop.
- (3) Remove the six screws (black) ① and remove the MPCBA-cover ②.
- (4) Remove the shield-USB ⑥ by turning it in the direction of the arrow.
- (5) Remove the four screws (black, with washers) ③ and remove the top shield Assembly ④.
- (6) Disconnect all the connectors and remove the MPCBA board ⑤ and the cooling fan ⑦.

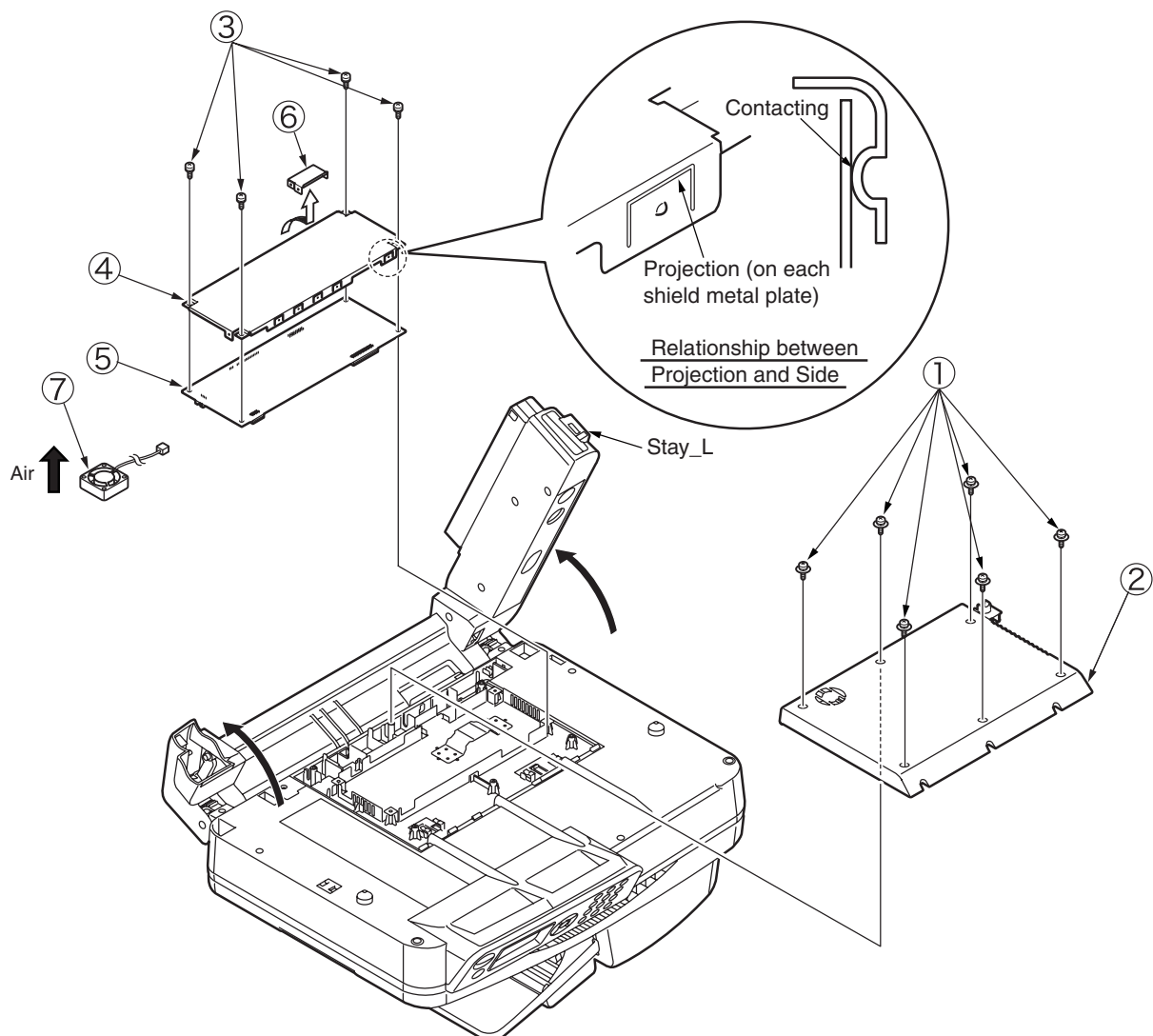
Note: Be sure to slowly move the both stays L and R at the same time. If moved separately, they may be broken.

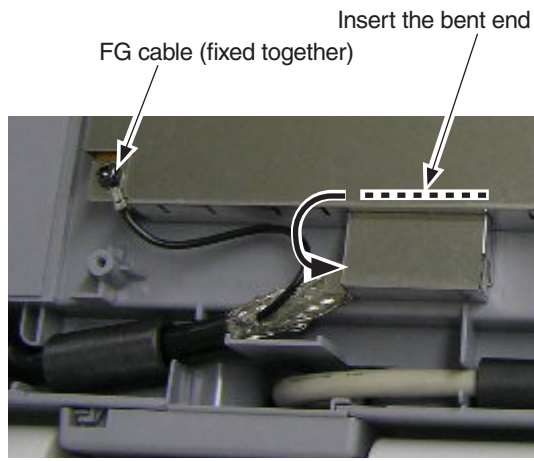
To reassemble shield metal plates, position the shield metal plates in a manner so that every projection of each of the shield metal plates contacts the outside surface of the mating part. (See the illustration below.)

Pay attention to both the orientation of the cooling fan to attach and its cable route to reassemble the cooling fan. (See the photo at the top right of the next page.)

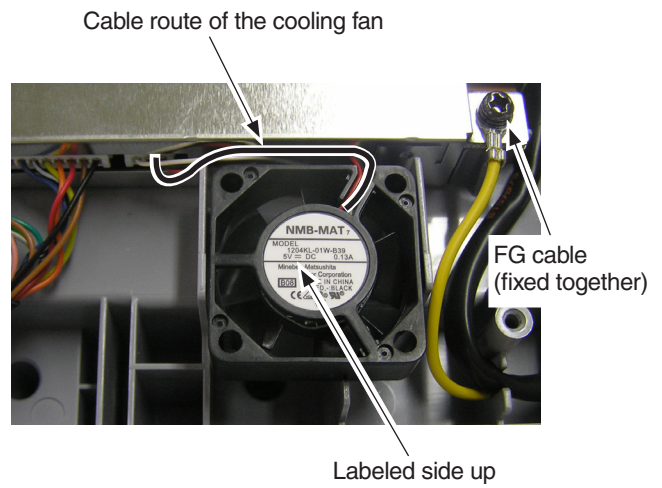
Reassemble the cooling fan by paying attention to the fixing position of the core. (See the photo at the bottom of the next page.)

Hook the bent end of the shield-USB ⑥ into the top shield Assembly ④ and turn it in the direction of the arrow to reassemble it. (See the photo at the top left of the next page.)

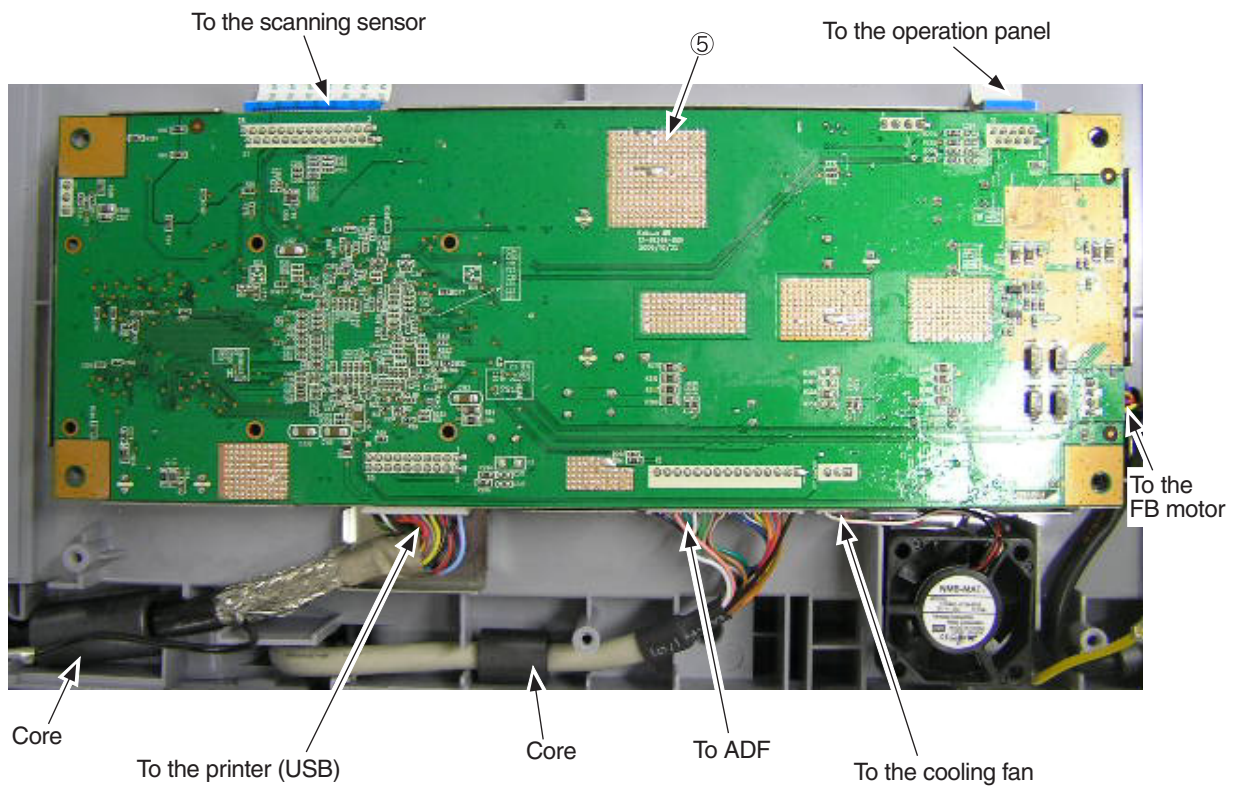




Shield-USB ⑥



Cooling Fan ⑦

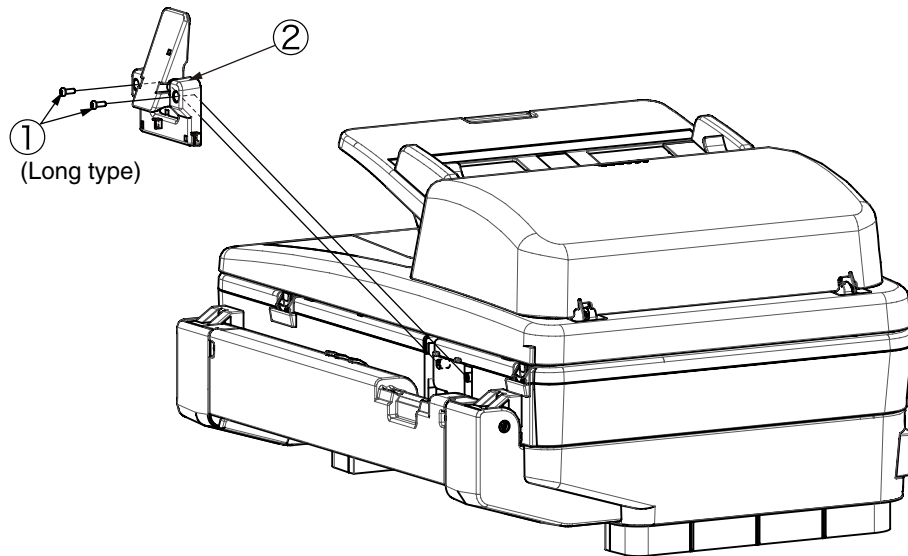


MPCBA Board ⑤ and Cable Routes

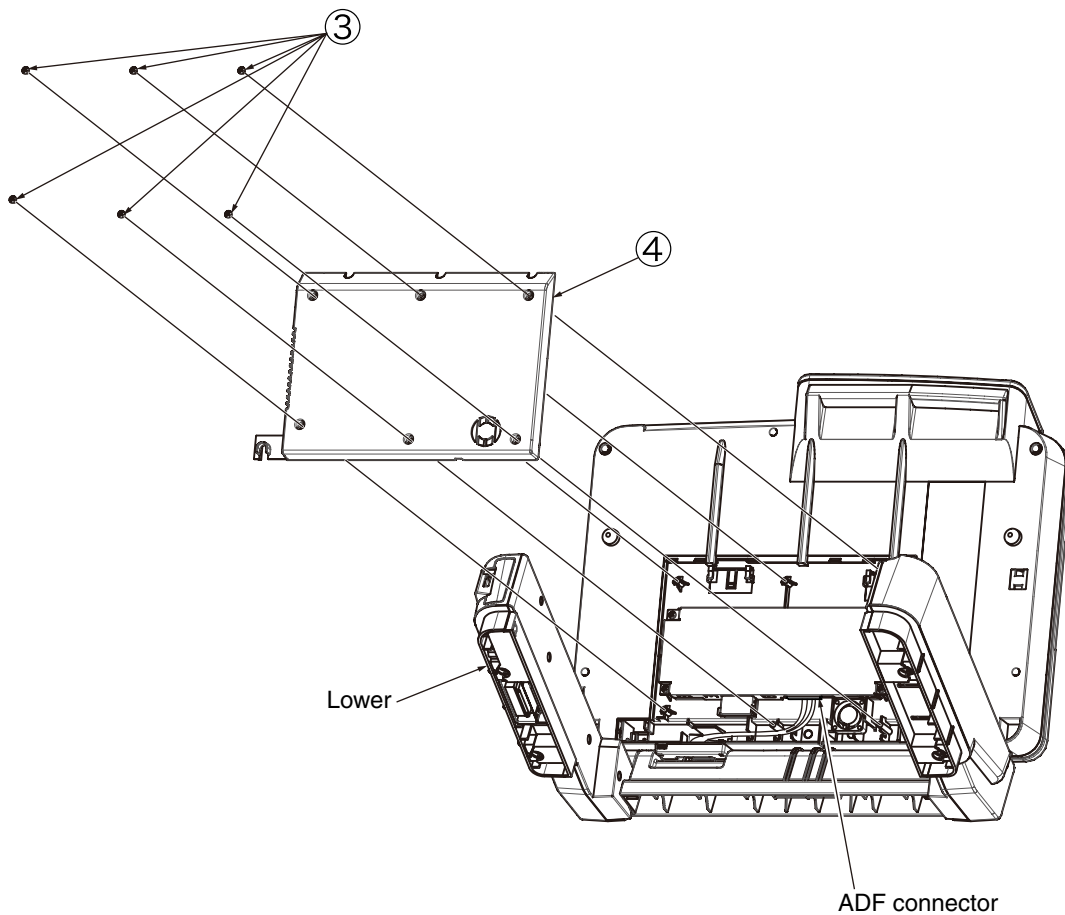
4.2.2.6 Removing ADF Assembly

- (1) Remove the two screws(black) ① to remove the base stopper ② upward at an angle.

Note: Unlike the other screws used in the printer, the screws ① are long.

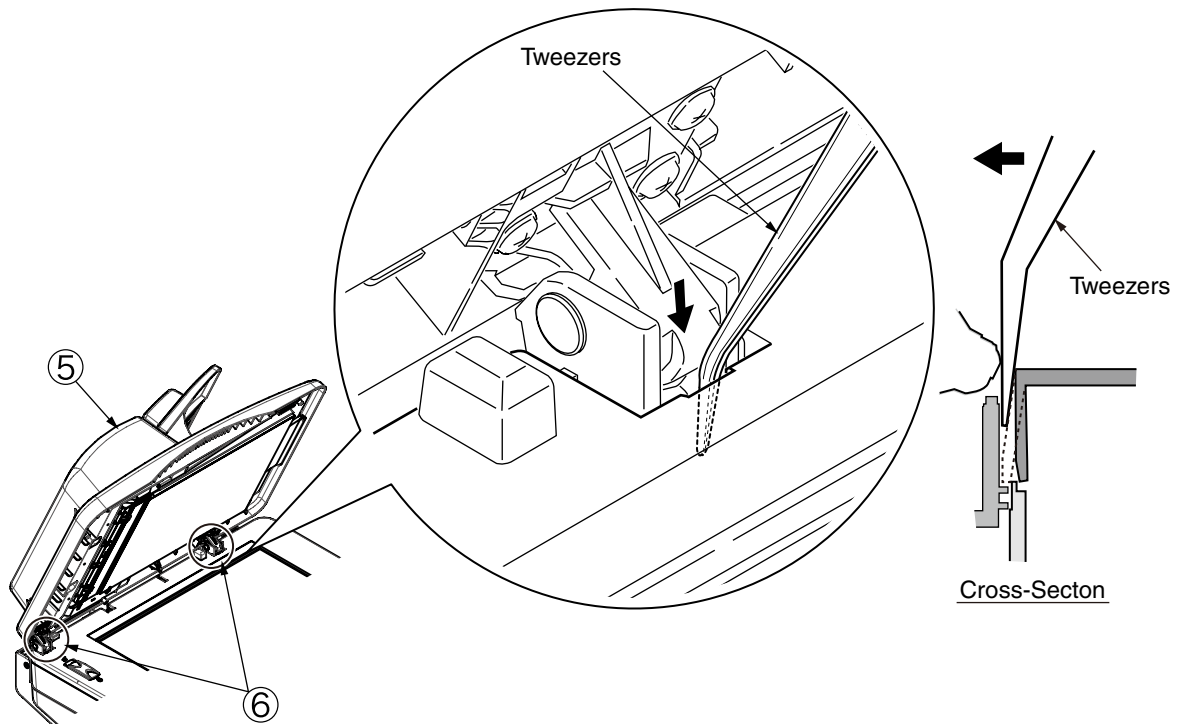


- (2) Reverse the scanner and put the stays L and R upright.
(3) Remove the six screws(black) ③ and then the MPCBA cover ④.
(4) Unfix the ground wire by removing the screw(black).
(5) Remove the ADF connector.

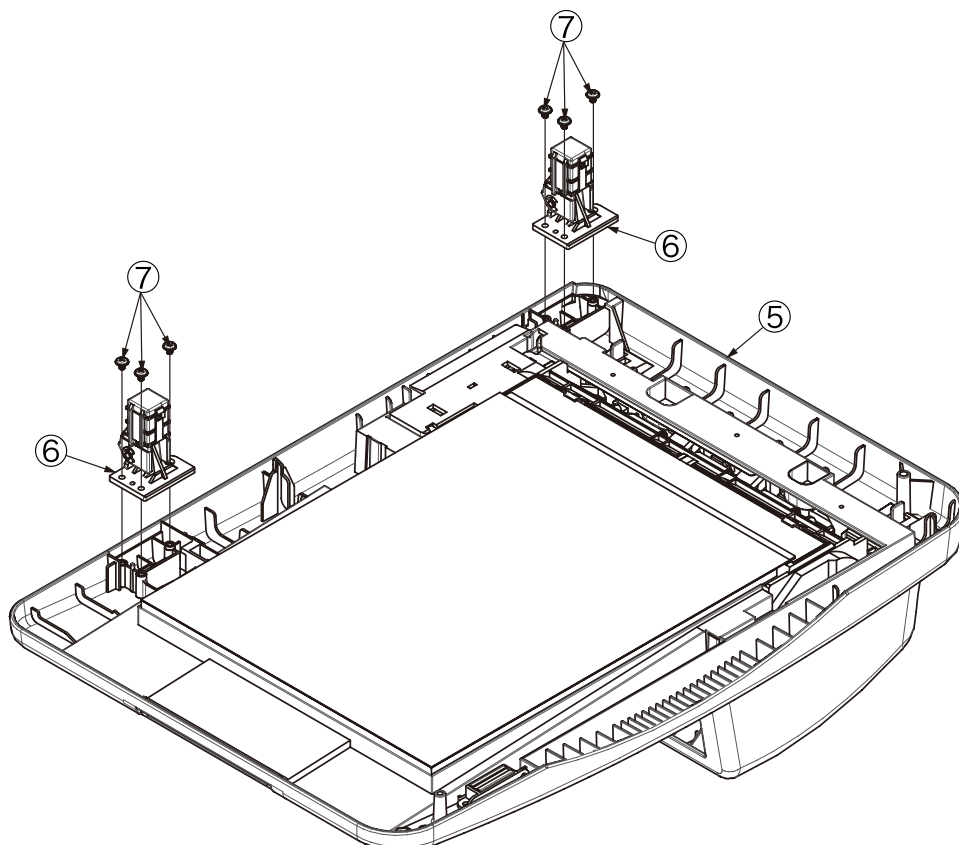


- (6) Unthread the cable through its guide groove.
- (7) Turn over the scanner again and open the document cover (the ADF assembly ⑤).
- (8) Slightly lift the ADF assembly ⑤. As illustrated, unlock each hinge of the ADF assembly ⑤ by inserting closed curved-tip tweezers and, in the direction of the arrow, lightly pressing the tweezers. Lift and remove the ADF assembly ⑤.

Note: For the structure of each hinge joint of the ADF assembly ⑤, see the cross-section view shown below.

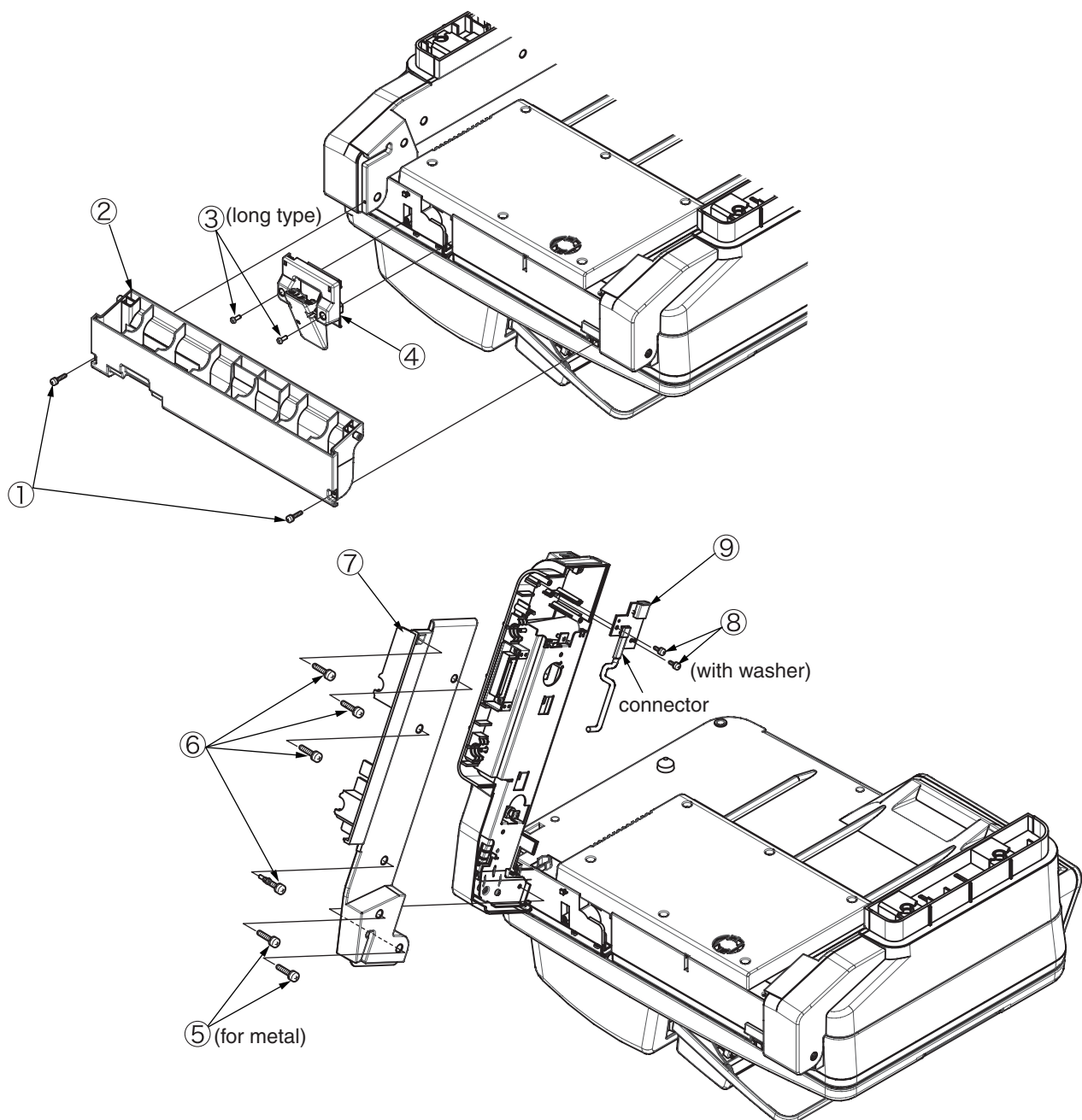


- (9) Turn the ADF Assembly ⑤ upside down.
- (10) Remove the six screws (black) ⑦ and then the hinge Assembly ⑥.



4.2.2.7 Removing USB board

- (1) Remove the two screws(black) ① to remove the beam-support ②.
- (2) Remove the two long type screws(black) ③ to remove the stopper Assembly ④.
- (3) Remove the two long screws(black) for metal-use (black)⑤, the four small resin-use screws(black) ⑥ and then the stay left inner cover ⑦.
- (4) Remove the two screws(black, with washer) ⑧ to take out the USB board ⑨.
- (5) Remove the connector from the USB board ⑨.



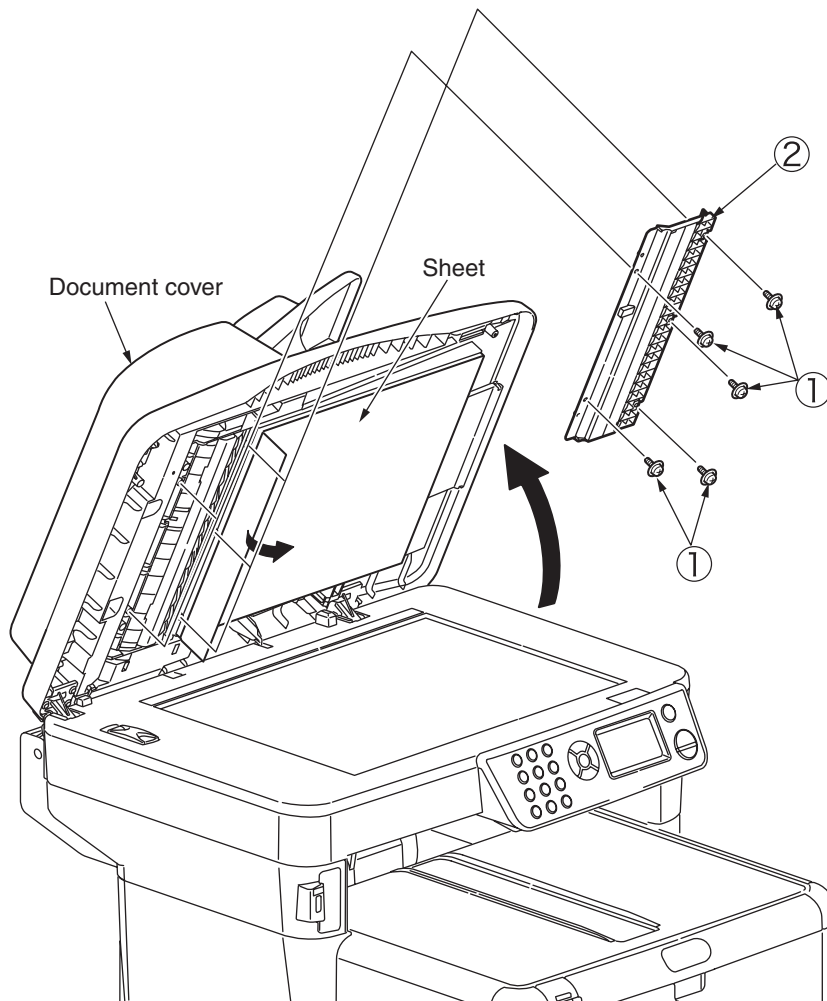
4.2.2.8 Removing the Window-ADF

- (1) Gently open the document cover.
- (2) Flip the sheet and remove five screws (black) ①.
- (3) Remove the Window-ADF ②.

Note: Be careful not to crease the sheet.

Be careful not to damage the glass surface with tools.

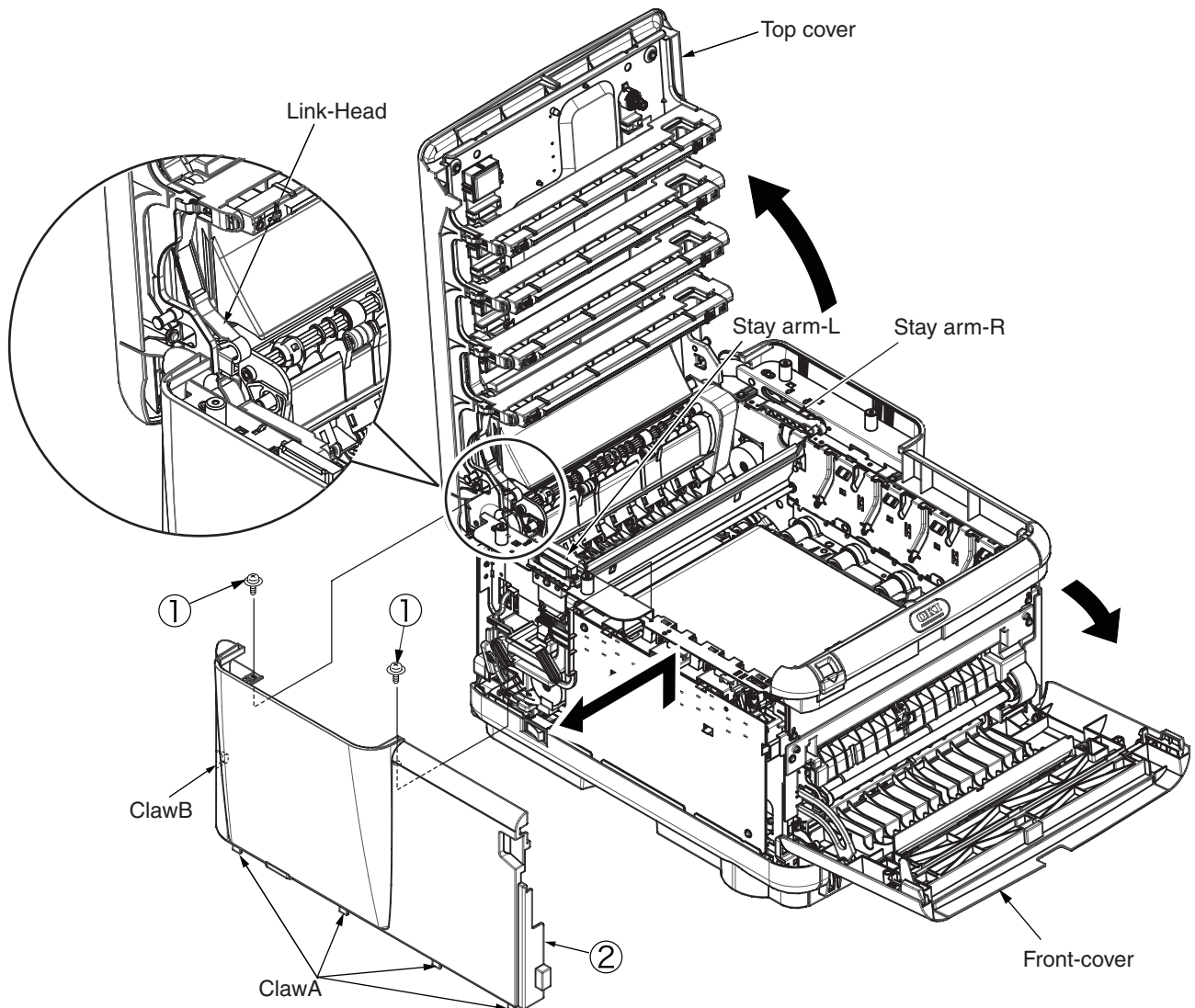
When replacing the Window-ADF ② with a new Window-ADF ②, remove the white protective film from the new Window-ADF ② to attach.



4.2.3 Printer

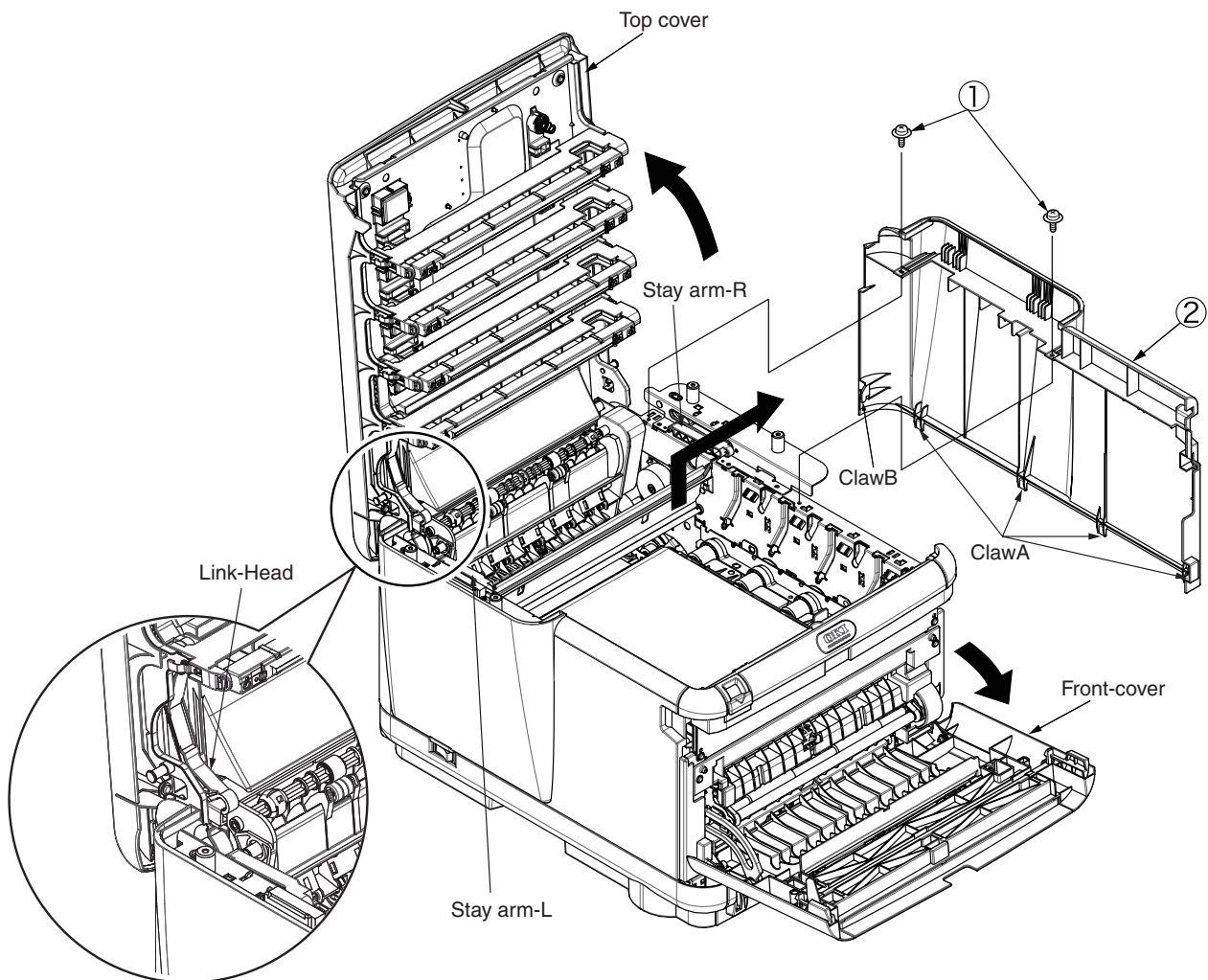
4.2.3.1 Left side cover

- (1) Remove the scanner. (See 4.2.1)
- (2) Open the top cover.
- (3) Unhook the hooks of the Stay arm-L, Stay arm-R, and Link-Head.
- (4) Open the front cover.
- (5) Remove two screws (silver) ①, four claws A and a claw B to remove the left side cover ②.
(Tool No. 1)



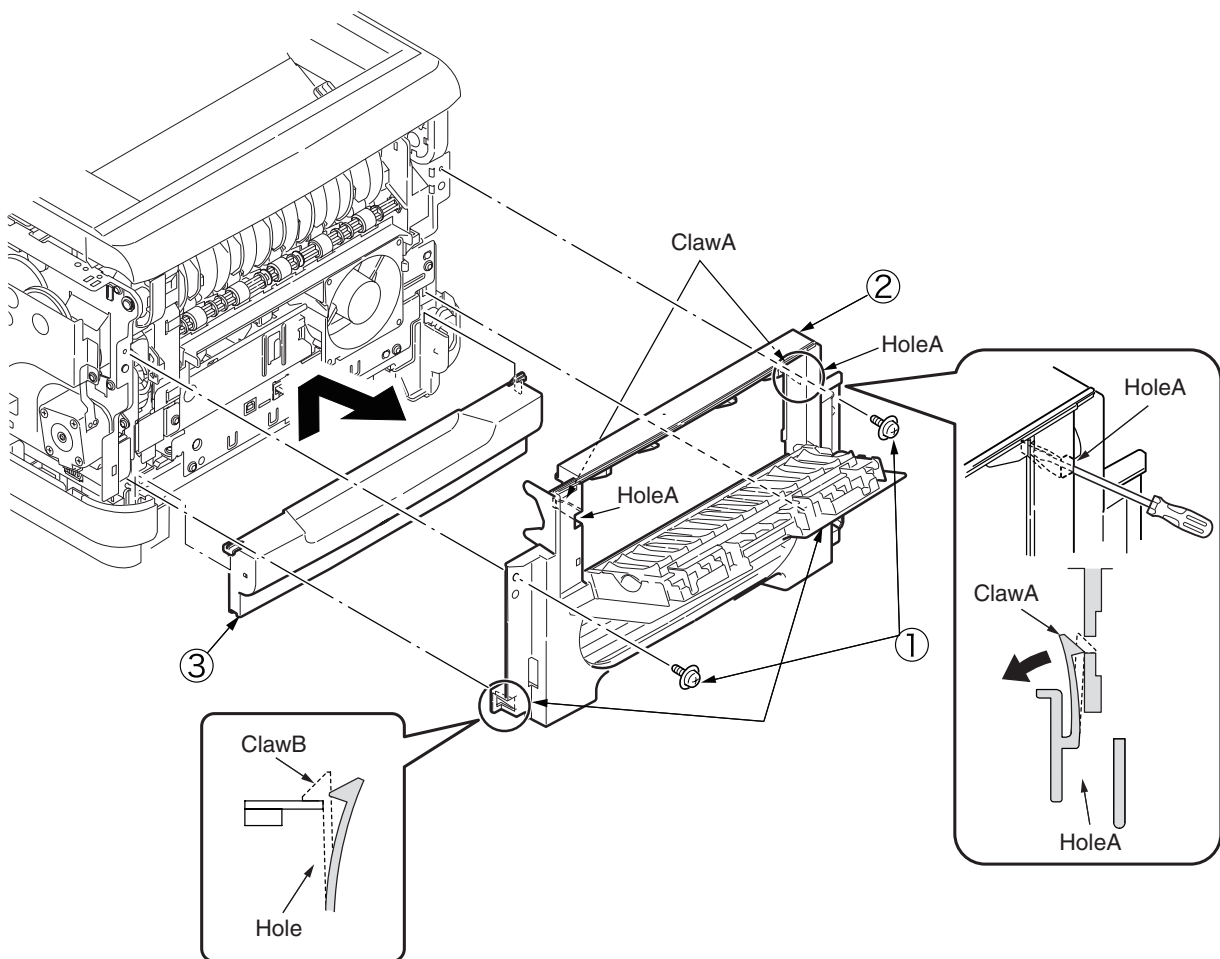
4.2.3.2 Right side cover

- (1) Remove the scanner. (See 4.2.1)
- (2) Open the top cover.
- (3) Unhook the hooks of the Stay arm-L, Stay arm-R, and Link-Head.
- (4) Open the front cover.
- (5) Remove two screws (silver) ①, four claws A and a claw B to remove the right side cover ②. (Tool No.1)



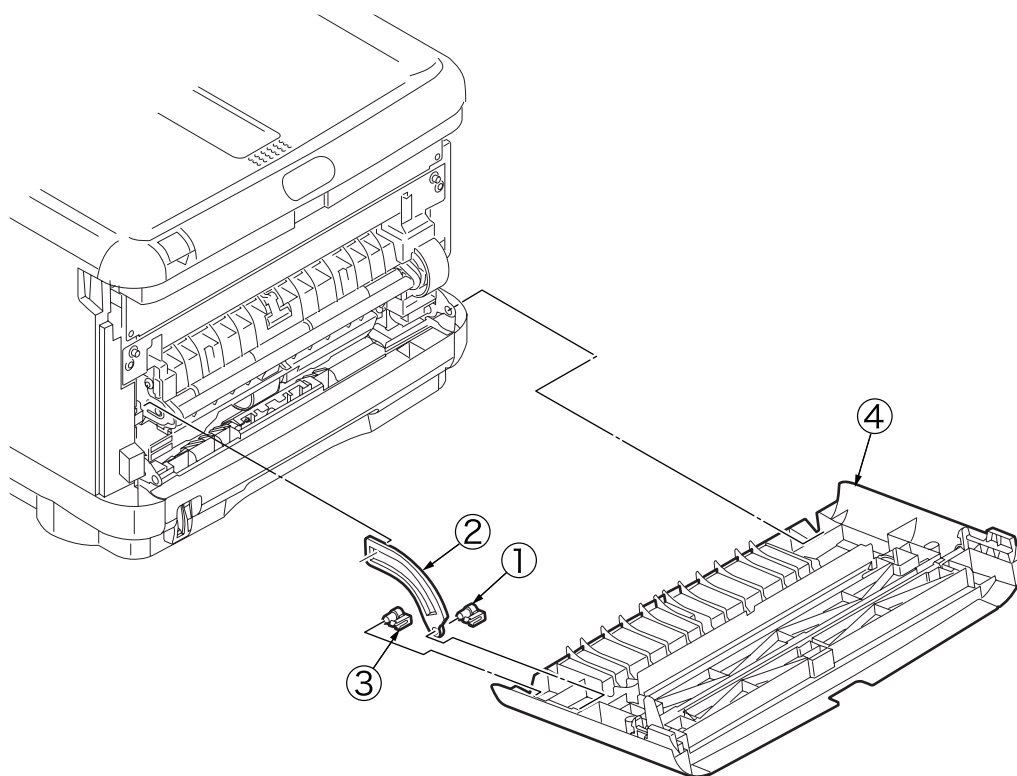
4.2.3.3 Rear cover (Top/Bottom)

- (1) Remove the left side cover. (See Subsection 4.2.3.1)
- (2) Remove the right side cover. (See Subsection 4.2.3.2)
- (3) Remove two screws (silver) ①. (Tool No.1)
- (4) As shown in the drawing, put the flat-blade screwdriver (Tool No.3) into a hole A to remove two claws A.
- (5) Detach two claws B by hand and then, remove the rear cover assembly ②.
- (6) Lift the rear cover bottom ③ upward to remove it.



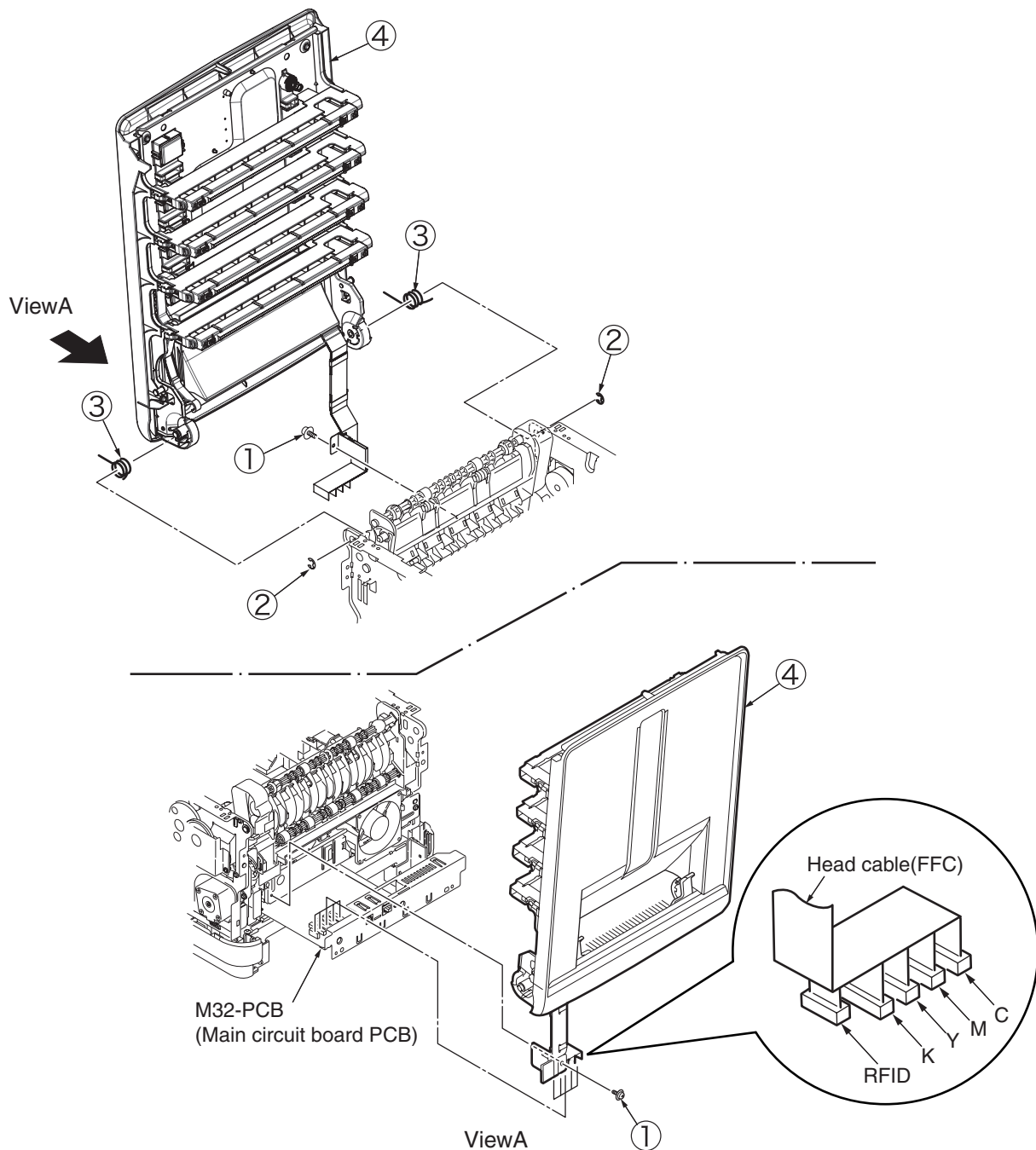
4.2.3.4 Front cover

- (1) Remove the Shaft-Cover ① and the stay ② and then, remove the Shaft-Cover ③, and the Front-Cover ④.



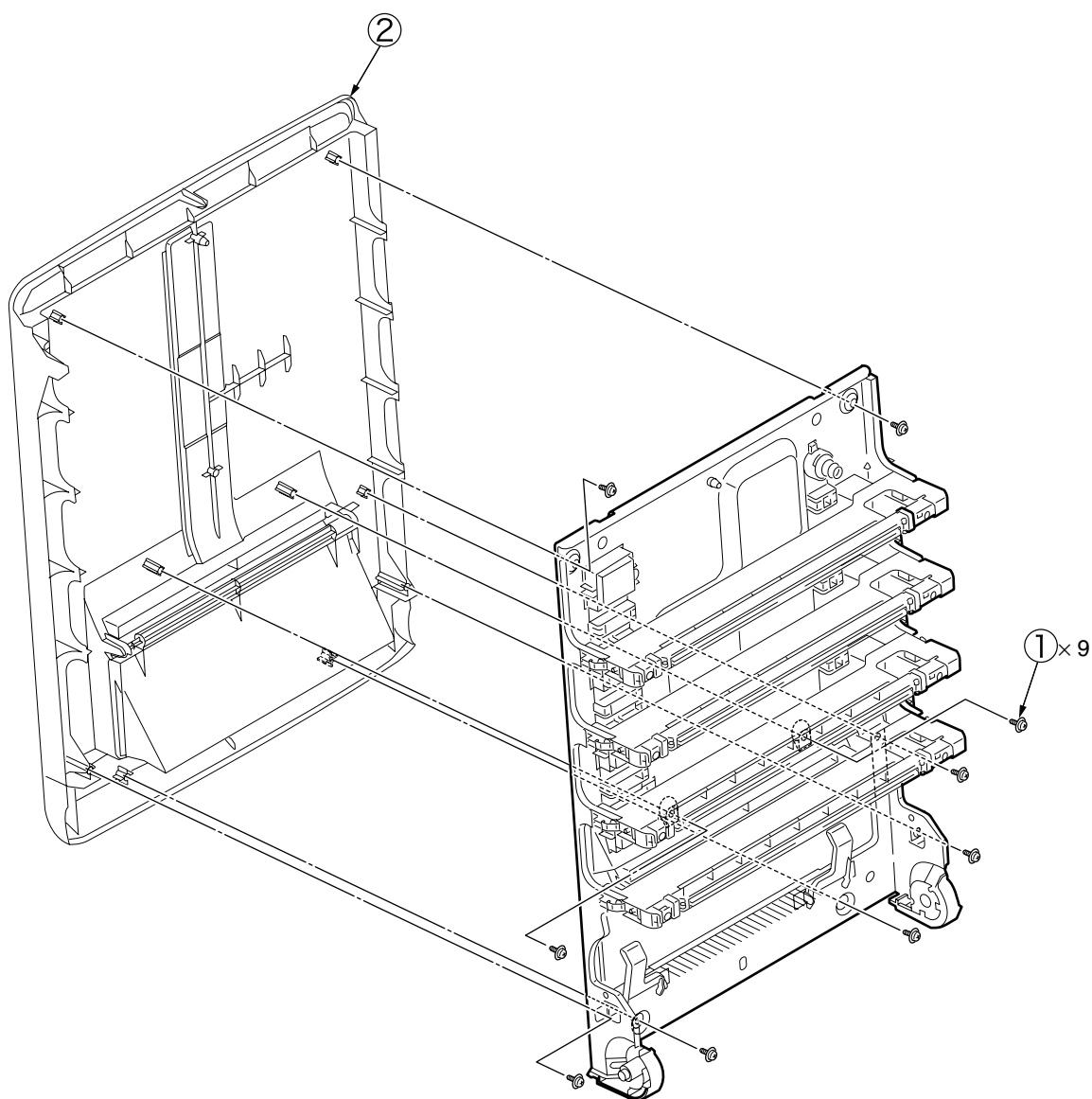
4.2.3.5 Top cover assembly

- (1) Remove the scanner. (See 4.2.1)
- (2) Open the top cover.
- (3) Remove the left side cover. (See Subsection 4.2.3.1)
- (4) Remove the right side cover. (See Subsection 4.2.3.2)
- (5) Remove the rear cover. (See Subsection 4.2.3.3)
- (6) Remove the plate heat. (See Subsection 4.2.3.18)
- (7) Remove the plate shield front. (See Subsection 4.2.3.16)
- (8) Remove a screw (silver) ①.
- (9) Remove the M32-PCB (main board) (See Subsection 4.2.3.23), and then, remove the head cable (FFC) and the RFID cable.
- (10) Remove two E-type retaining rings ② two sprint torsions ③ and the top cover assembly ④.



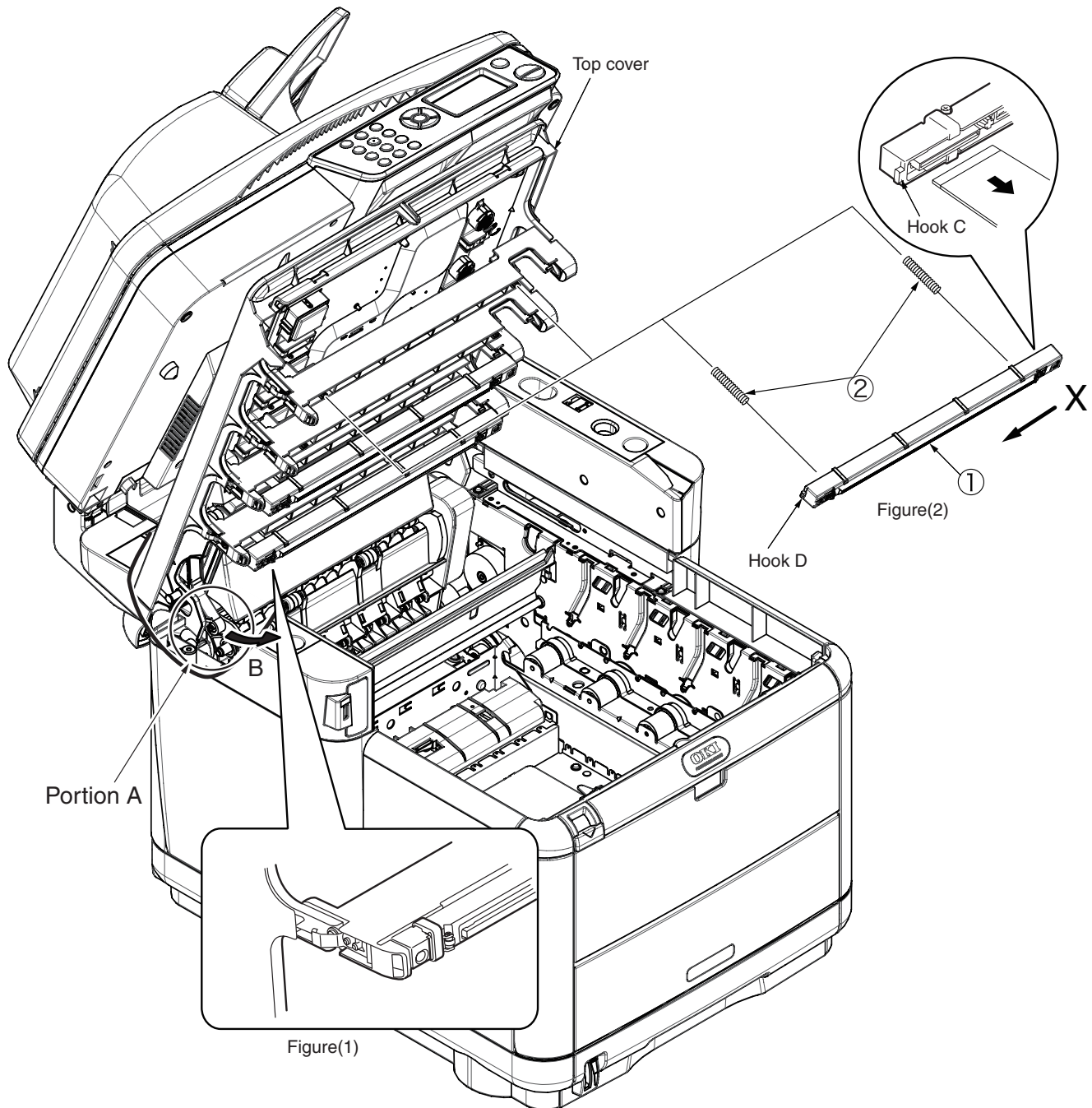
4.2.3.6 Top cover

- (1) Remove the top cover assembly. (See Subsection 4.2.3.5)
- (2) Remove nine screws (black) ① to remove the top cover ②.



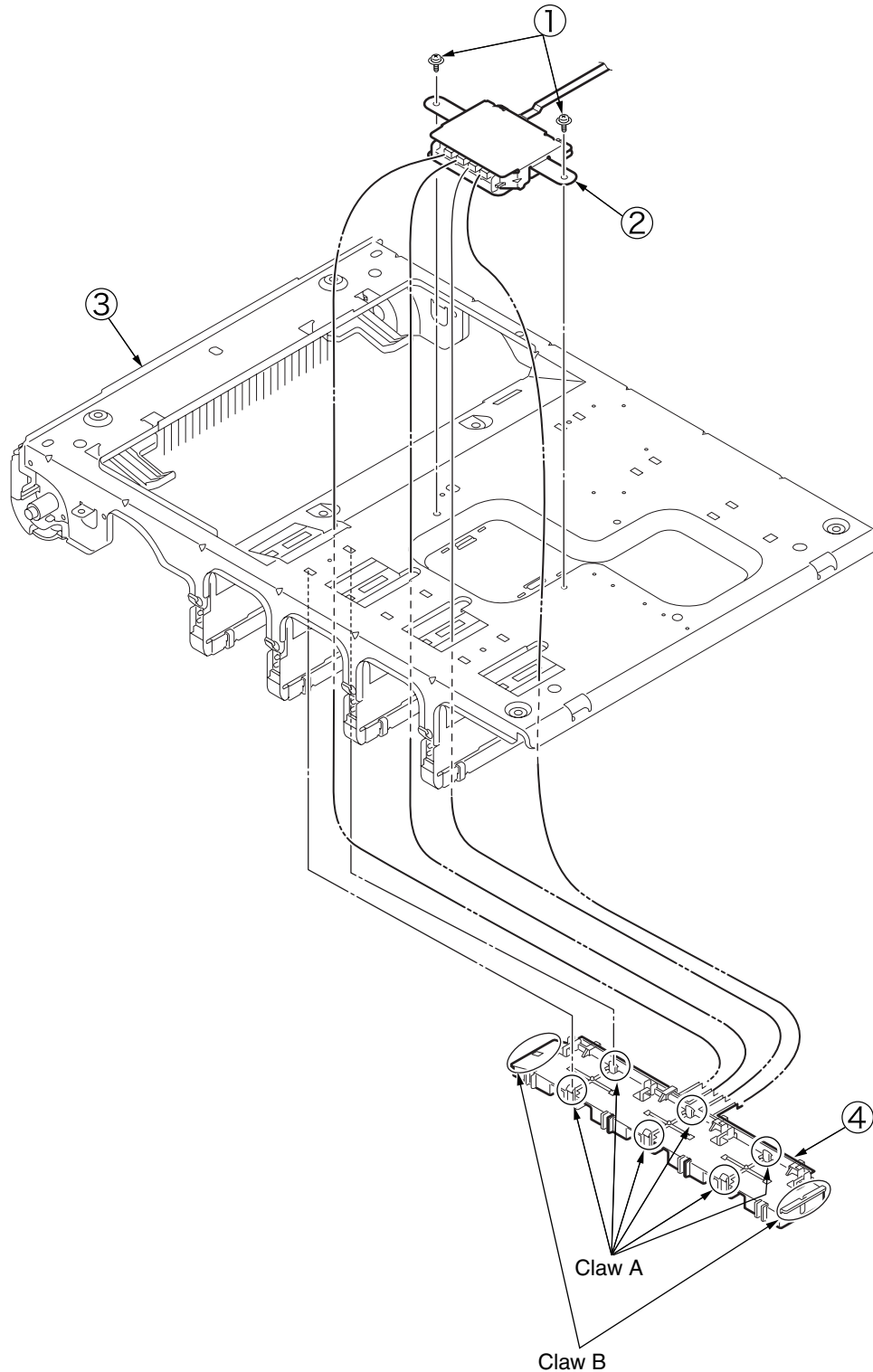
4.2.3.7 LED assembly/ LED assembly spring

- (1) Lift the scanner.
- (2) Open the top cover.
- (3) Unhook the hook of the Link-Head in the direction of the arrow B. (Portion A)
- (4) After removing the head cable (FFC), apply force in the direction of the arrow 'X' as shown in Figure (2). Detach a hook C first and then a hook D to remove the LED assembly ①.
- (5) Remove the LED assembly SU spring ②.



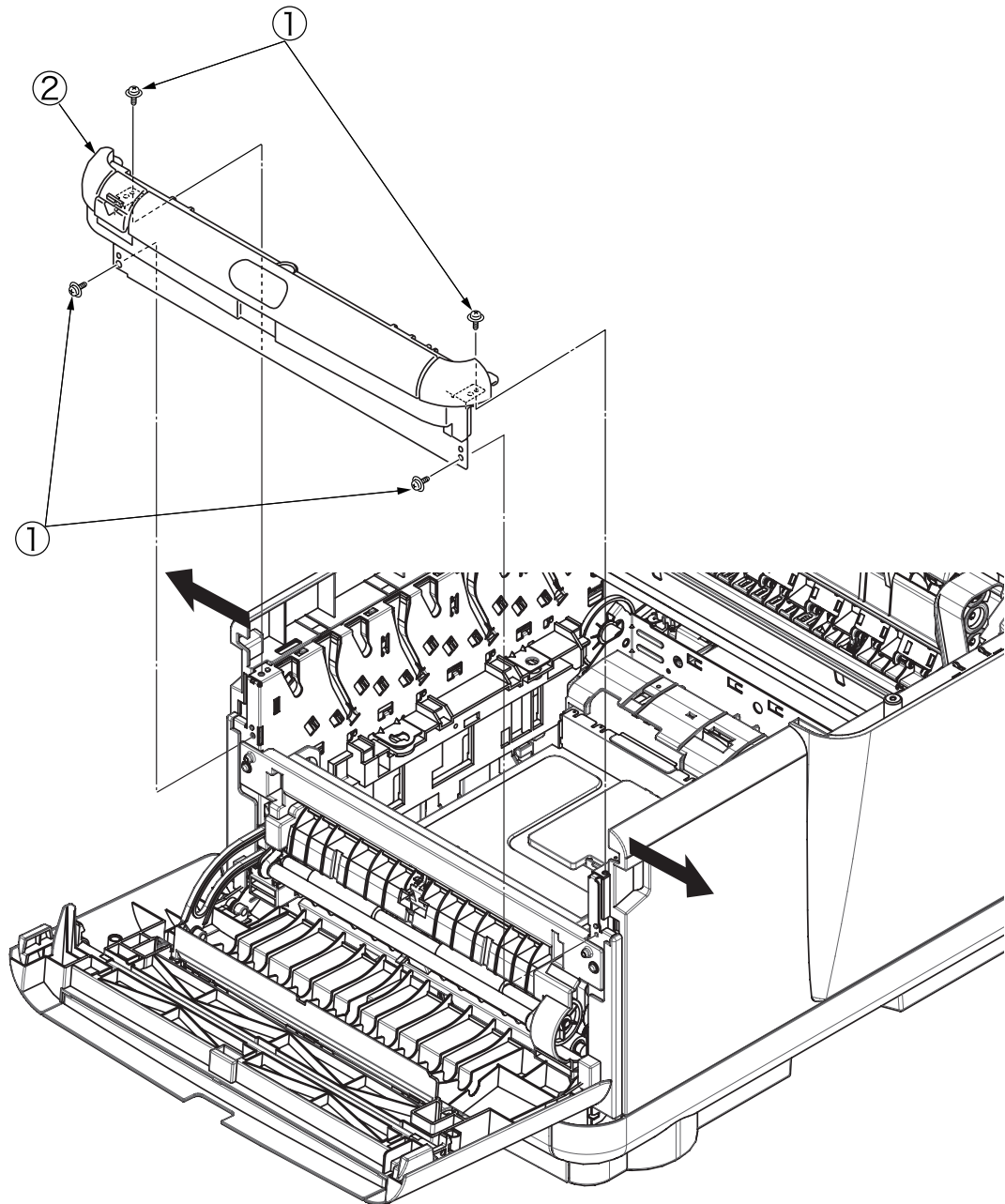
4.2.3.8 RFID assembly

- (1) Remove the top cover assembly. (See Subsection 4.2.3.6)
- (2) Remove the top cover. (See Subsection 4.2.3.7)
- (3) Remove two screws (silver) ① and all connectors to detach the LUM board (RFID reader writer) ②.
- (4) Detach six claws A and two claws B engaging with the plate-inner ③ to remove RFID assembly ④.



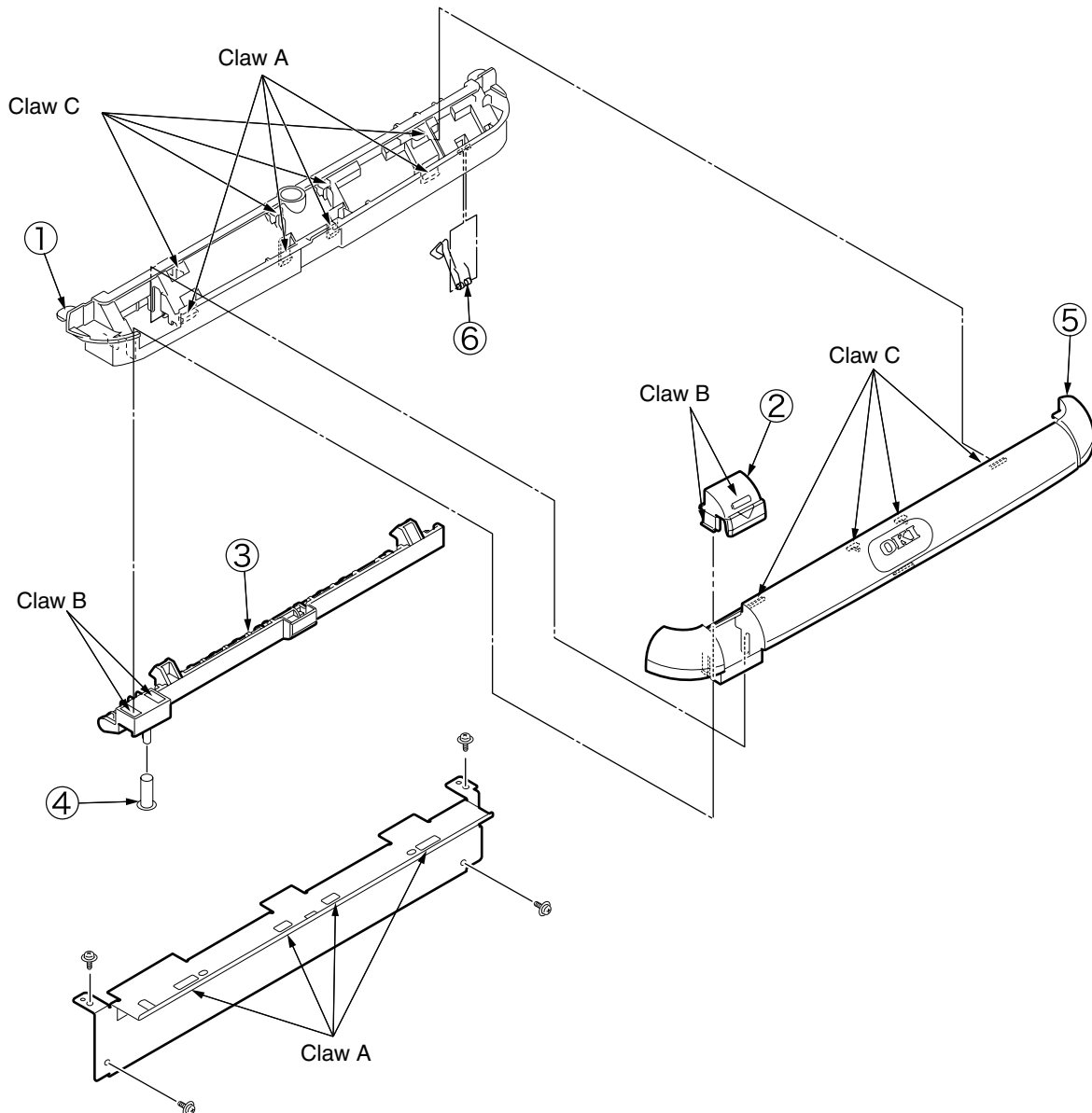
4.2.3.9 OP frame assembly

- (1) Lift the scanner.
- (2) Open the top cover.
- (3) Open the front cover.
- (4) Remove the four screws (silver) ① and then detach the OP frame assembly ② while pushing the side cover outward. (Tool No.1)



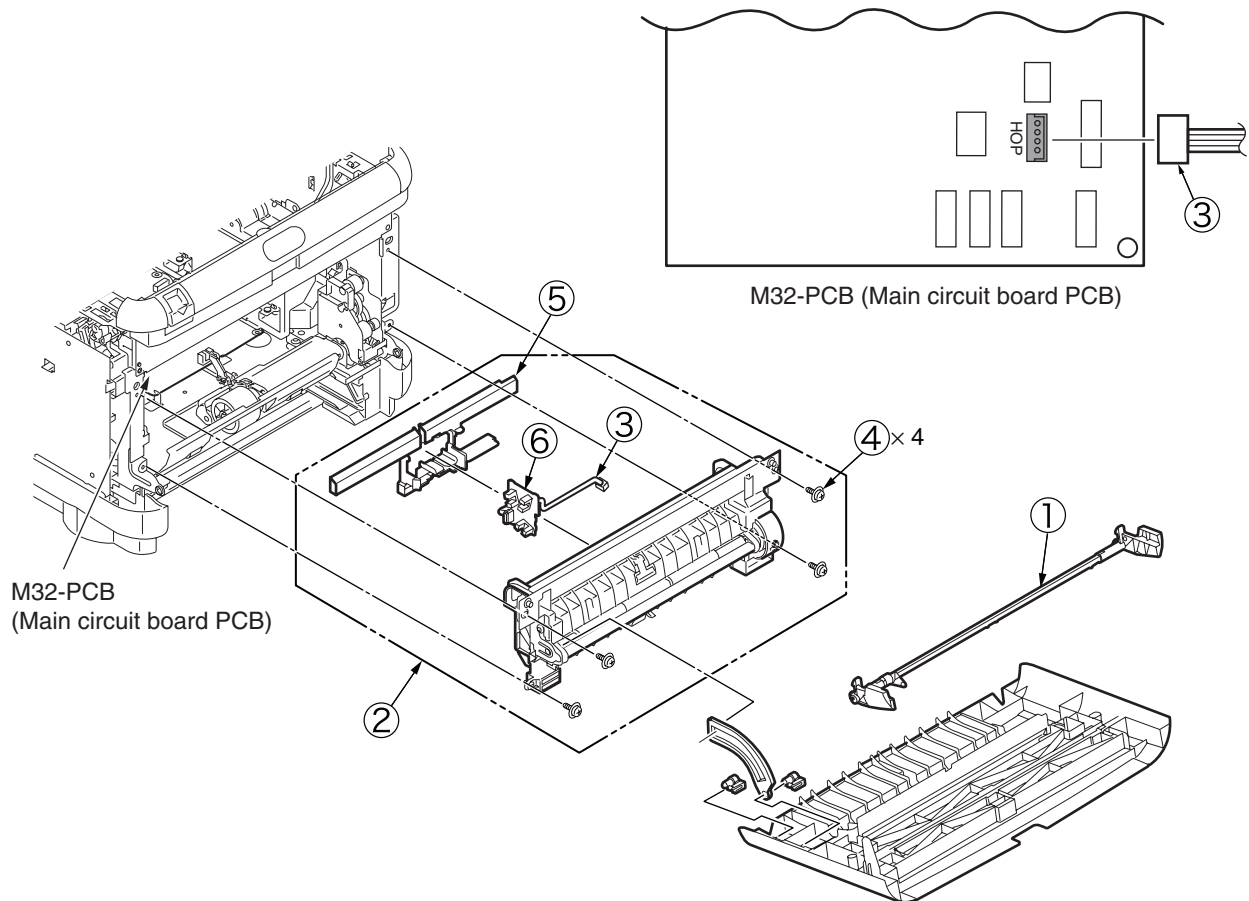
4.2.3.10 Lever lock

- (1) Remove the OP frame assembly (See Subsection 4.2.3.9)
- (2) Detach a claw A to remove the frame OP ①.
- (3) Detach a claw B and the button lock ② to remove the lever lock ③.
- (4) Remove a spring ④.
- (5) Detach four claws C and the cover assembly OP ⑤.
- (6) Remove a spring ⑥.



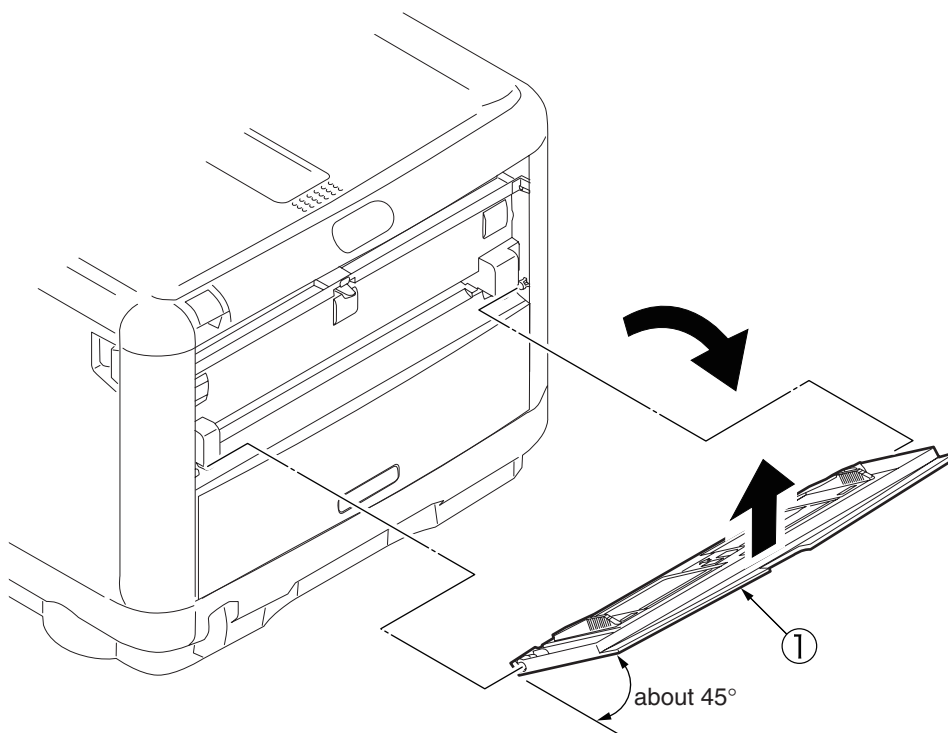
4.2.3.11 Feeder unit

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover. (See Subsection 4.2.3.1)
- (3) Remove the right side cover. (See subsection 4.2.3.2)
- (4) Open the front cover. (See Subsection 4.2.3.4)
- (5) Remove the Lever_Lock_Assembly ①.
- (6) Remove the plate shield front. (See Subsection 4.2.3.16)
- (7) Detach a connector ③ connecting to the feeder unit ② from the M32 board (main board).
- (8) Remove four screws (silver) ④ to remove the feeder unit ②.
- (9) Detach claws to remove the cover sensor ⑤.
- (10) Remove the MIP board (front sensor board) ⑥.



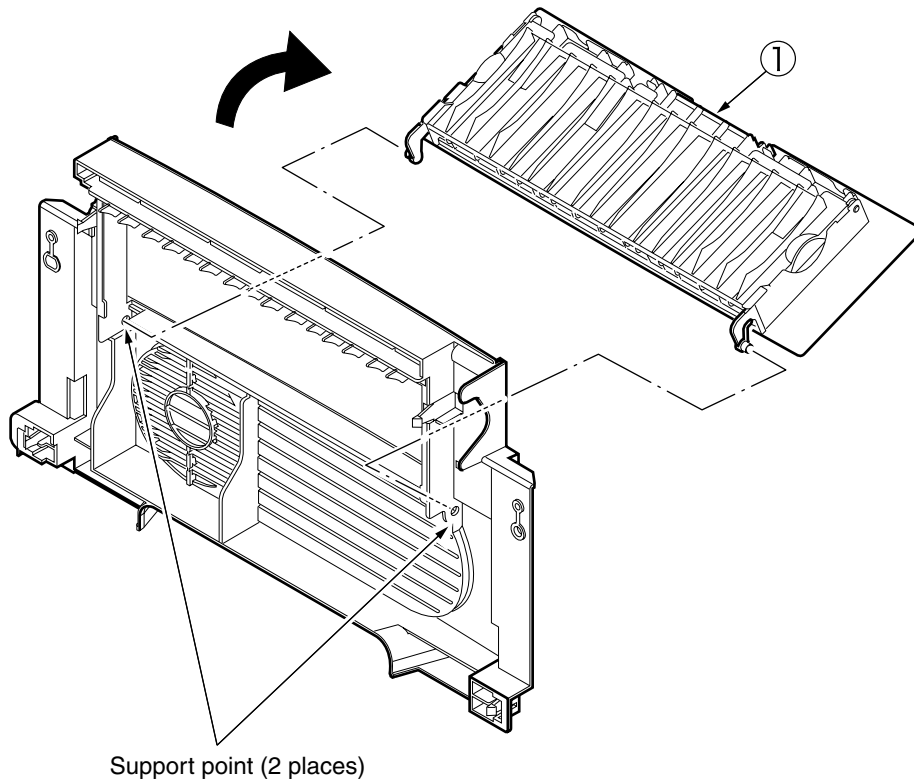
4.2.3.12 Manual feeder unit

- (1) Open the manual feeder ①.
- (2) Hold both ends of the manual feeder ① and pull it in the direction of the arrow to remove it.



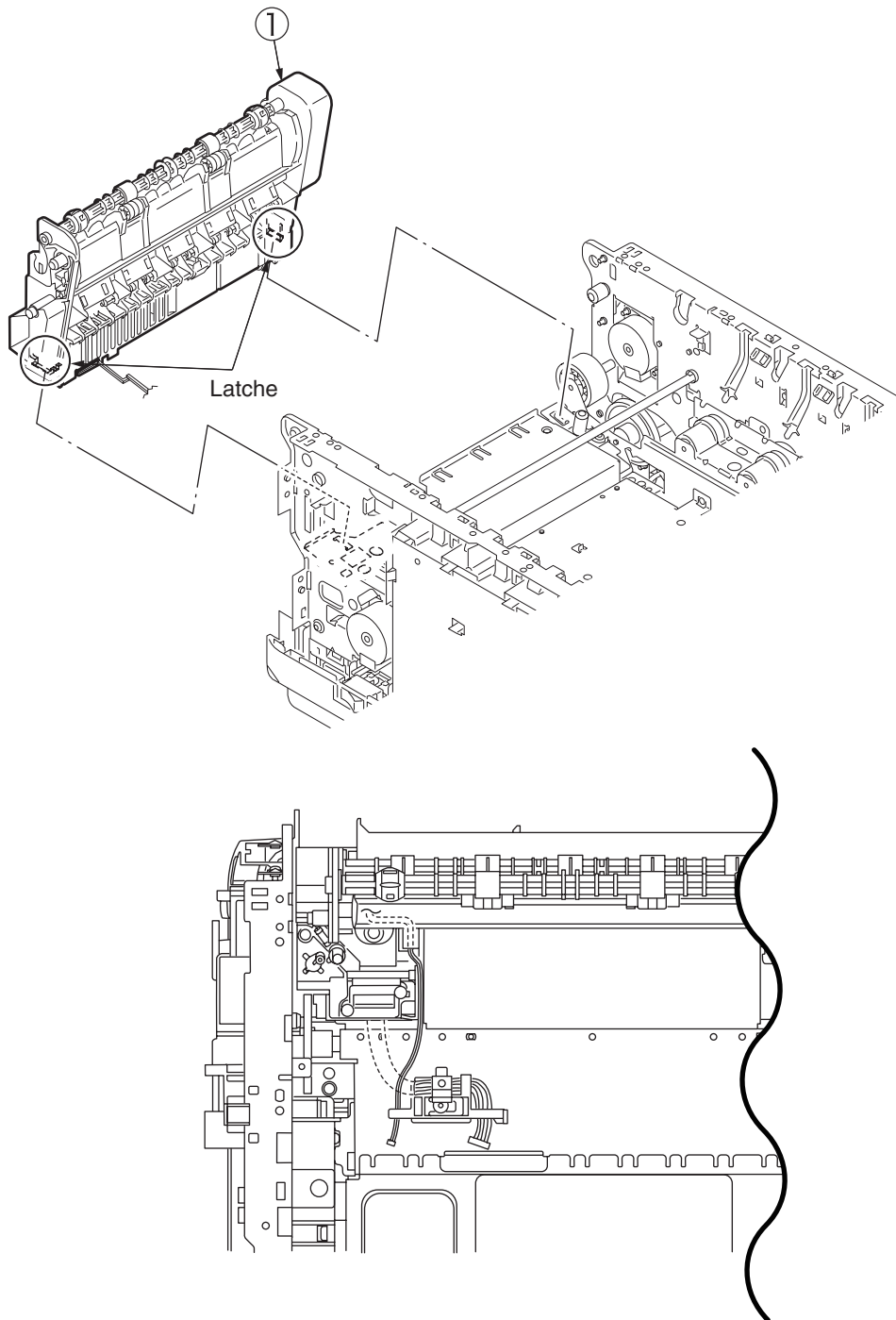
4.2.3.13 Face up tray

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover. (See Subsection 4.2.3.1)
- (3) Remove the right side cover. (See Subsection 4.2.3.2)
- (4) Remove the rear cover. (See Subsection 4.2.3.3)
- (5) Detach the supporting points of the face up tray ① with a flat blade screwdriver.
(Tool No.3)



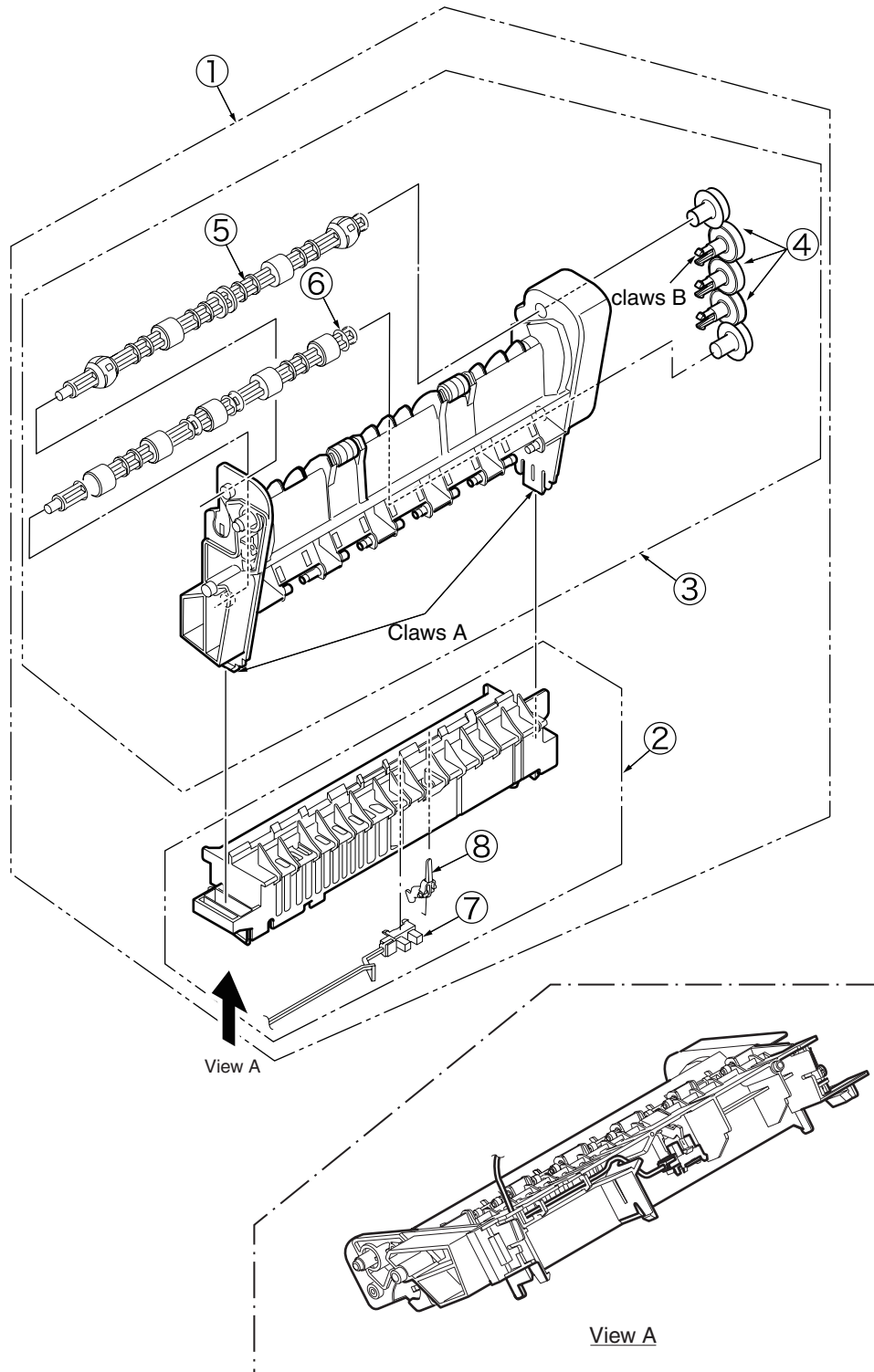
4.2.3.14 Guide eject assembly

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover. (See Subsection 4.2.3.1)
- (3) Remove the right side cover. (See Subsection 4.2.3.2)
- (4) Remove the rear cover. (See Subsection 4.2.3.3)
- (5) Remove the top cover assembly. (See Subsection 4.2.3.5)
- (6) Remove the color registration assembly. (See Subsection 4.2.3.17)
- (7) Detach two latches at the lower part of the guide eject assembly ① to remove the guide eject assembly ①.



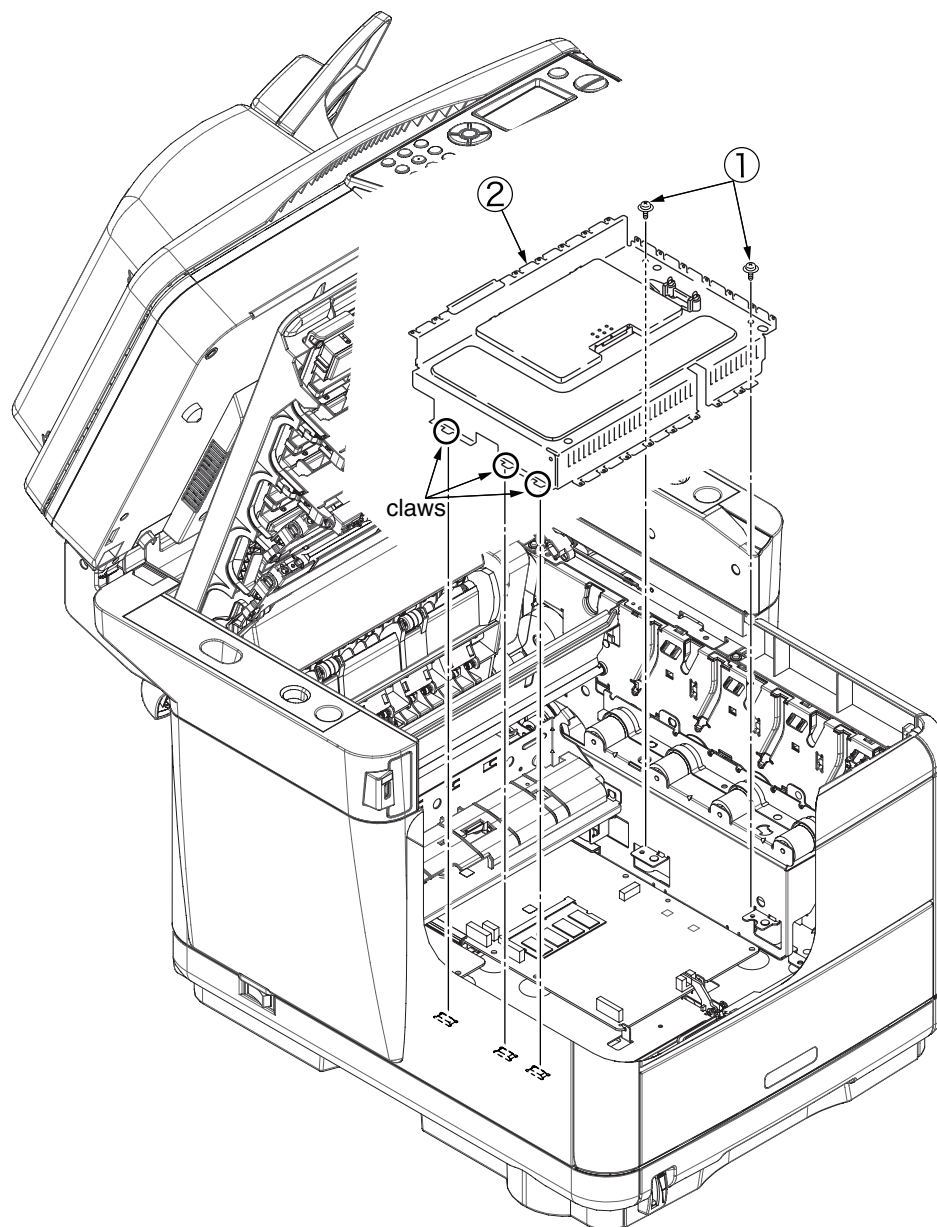
4.2.3.15 Eject roller

- (1) Remove the guide eject assembly ①. (See Subsection 4.2.3.14)
- (2) Detach two claws A to divide the minto the guide eject lower ② and the guide eject upper ③.
- (3) Detach a claw B. Remove three gear idle ejects ④, the shaft assembly eject (FD) ⑤ and the shaft assembly eject (FU) ⑥.
- (4) Remove the eject sensor ⑦, and the lever eject sensor ⑧ from the guide eject lower ②.



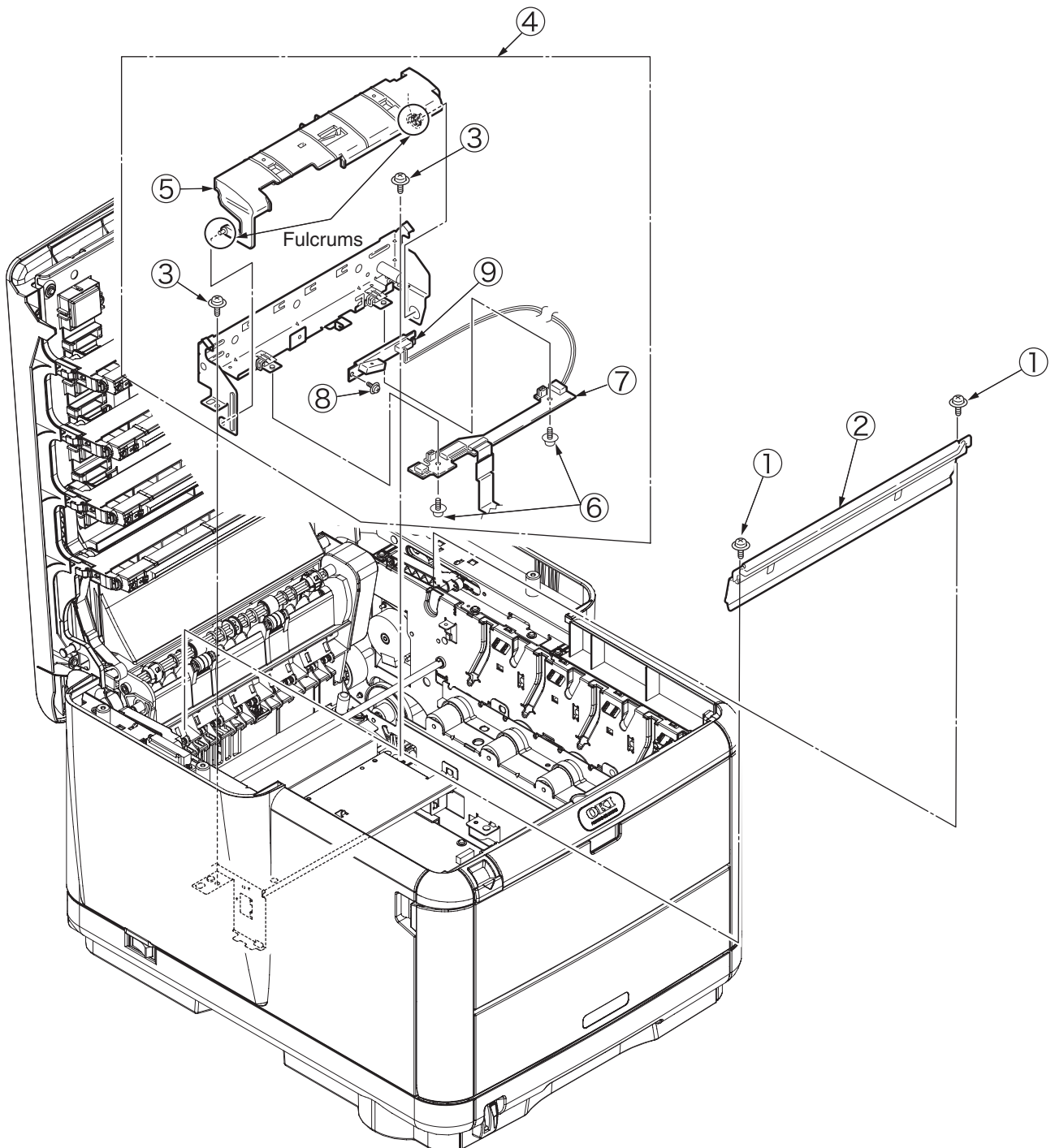
4.2.3.16 Plate shield front

- (1) Remove two screws (silver) and remove the plate shield front ②.



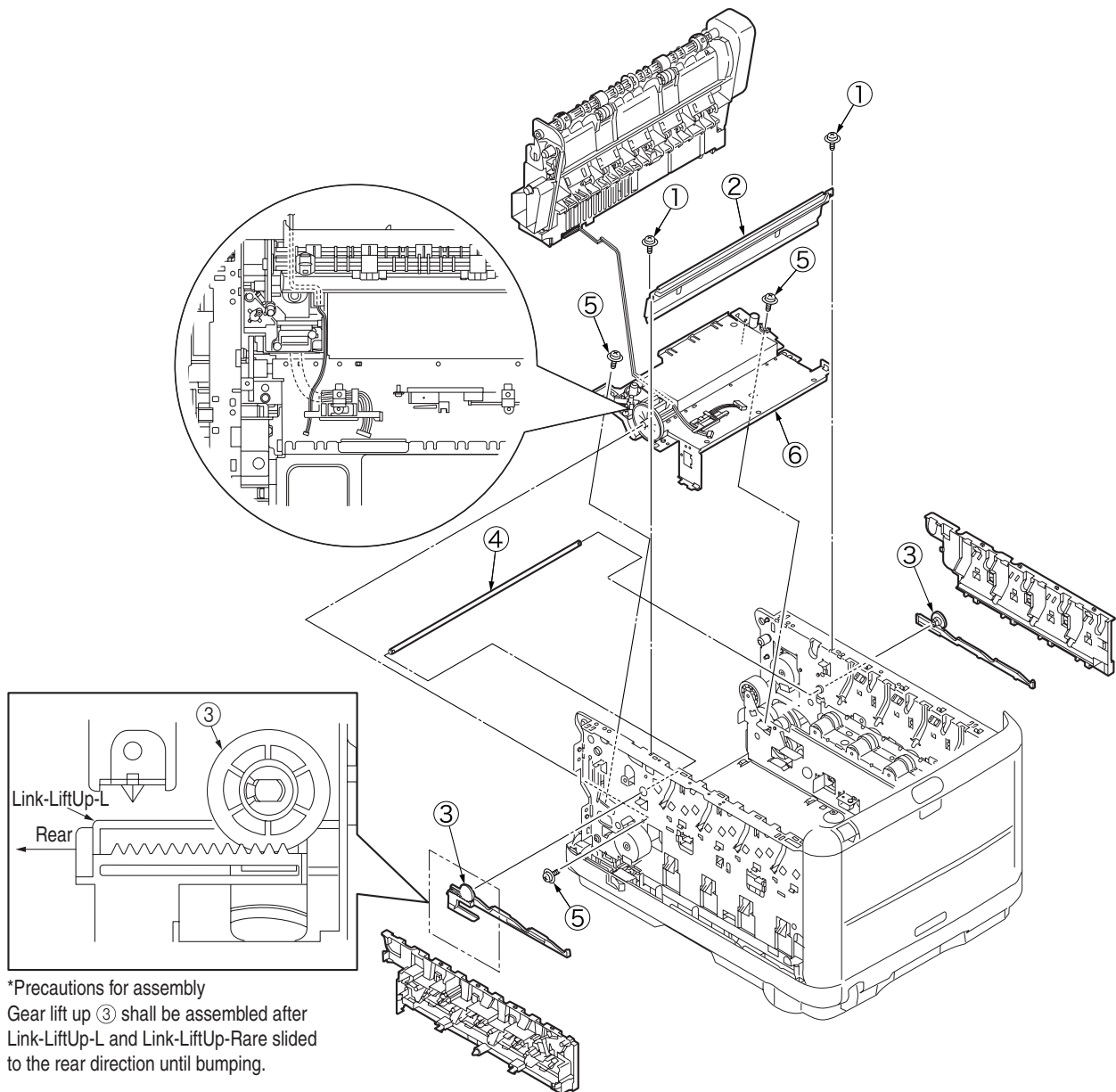
4.2.3.17 Color registration assembly

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Open the top cover and detach the hooks of the Stay-Arm-L, Stay Arm-R and Link-Head.
- (3) Remove two screws (silver) ① to remove the plate heat.
- (4) Remove two screws (silver) ③ to detach two connectors and one FFC. Then remove the color registration assembly ④.
- (5) Detach two supporting points to remove the frame shutter ⑤.
- (6) Remove two screws (silver) ⑥ to remove the color registration sensor board ⑦.
- (7) Remove a screw (silver) ⑧ to remove the density sensor board ⑨.



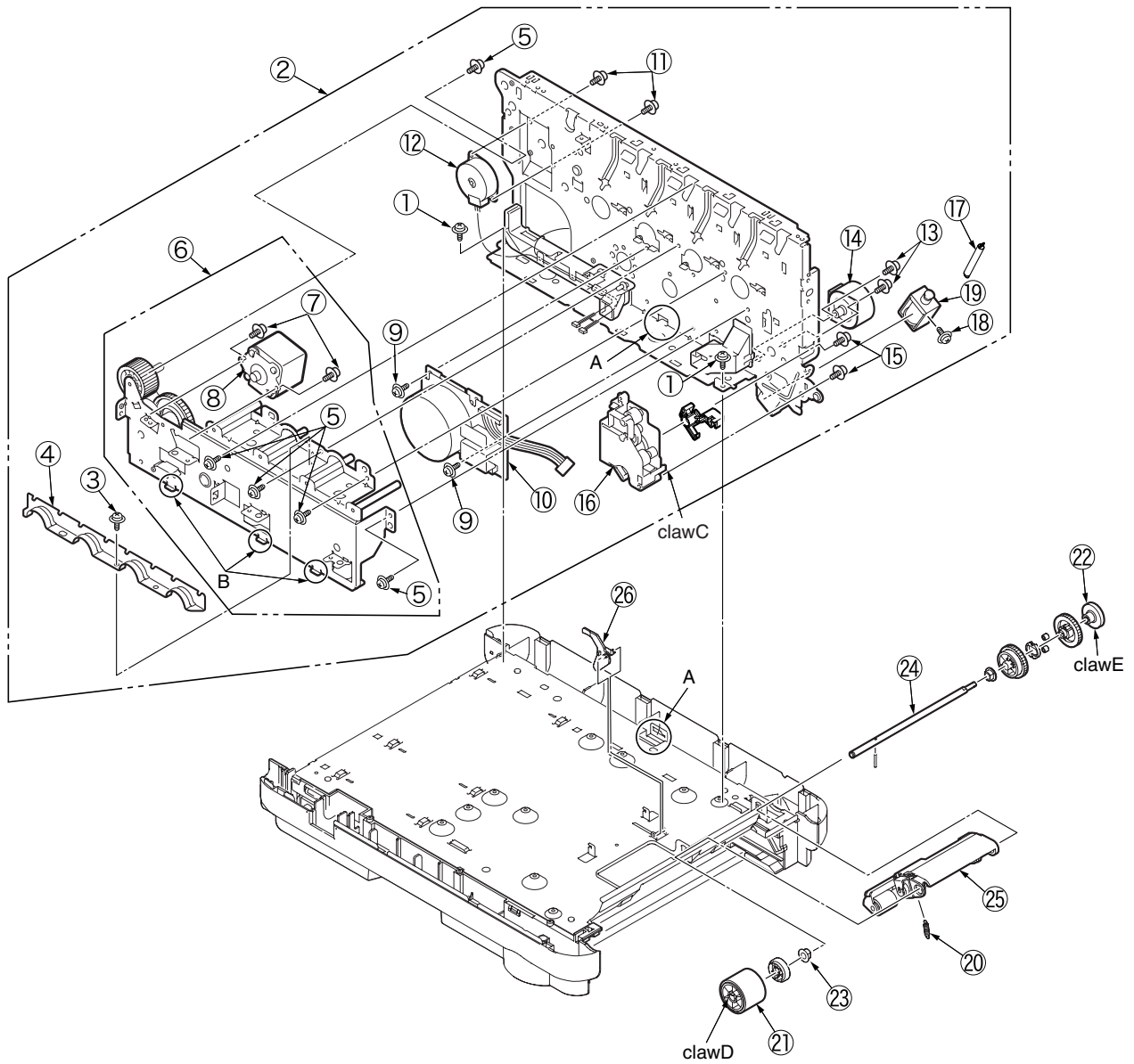
4.2.3.18 Plate shield rear

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover. (See Subsection 4.2.3.1)
- (3) Remove the right side cover. (See Subsection 4.2.3.2)
- (4) Remove the rear cover. (See Subsection 4.2.3.3)
- (5) Remove the top cover assembly. (See Subsection 4.2.3.5)
- (6) Remove the color registration assembly. (See Subsection 4.2.3.17)
- (7) Remove the plate shield front. (See Subsection 4.2.3.16)
- (8) Remove the low voltage power supply. (See Subsection 4.2.3.22)
- (9) Remove the M32 board (main board.) (See Subsection 4.2.3.23)
- (10) Remove two screws (silver) ① to remove the plate heat ②.
- (11) Detach latches of the gear lift up ③ to remove a shaft ④.
- (12) Remove three screws (silver) ⑤ to remove the plate shield rear ⑥.



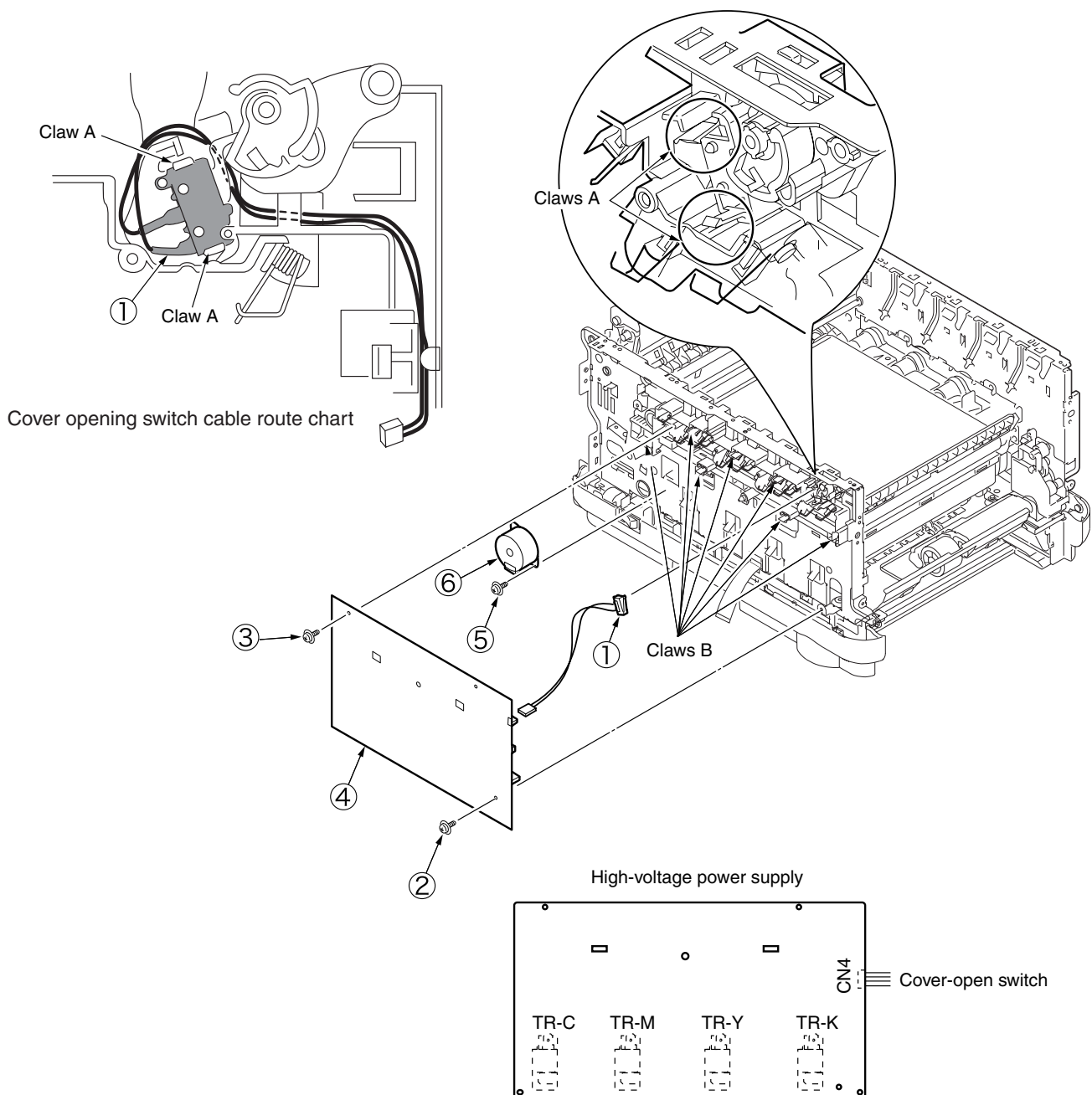
4.2.3.20 Main motor/ Solenoid

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover. (See Subsection 4.2.3.1)
- (3) Remove the right side cover. (See Subsection 4.2.3.2)
- (4) Remove the rear cover. (See Subsection 4.2.3.3)
- (5) Remove the front cover (See Subsection 4.2.3.4)
- (6) Remove the plate shield front. (See Subsection 4.2.3.16)
- (7) Remove the top cover assembly. (See Subsection 4.2.3.5)
- (8) Remove the control panel assembly. (See Subsection 4.2.3.9)
- (9) Remove the feeder unit assembly. (See Subsection 4.2.3.11)
- (10) Remove the guide eject assembly. (See Subsection 4.2.3.14)
- (11) Remove the color registration assembly. (See Subsection 4.2.3.17)
- (12) Remove the plate shield rear. (See Subsection 4.2.3.18)
- (13) Take out two screws (silver) ① to remove the part A and the side plate R assembly ②.
- (14) Remove a screw (silver) ③ to remove the plate lockout ID ④.
- (15) Remove five screws (silver) ⑤ to remove the part B and the bracket inner ⑥.
- (16) Remove two screws (silver) ⑦ to remove the Fuser- motor ⑧.
- (17) Remove two screws (silver) ⑨ to remove the DC motor ⑩.
- (18) Remove two screws (silver) ⑪ to remove the ID lift up motor ⑫.
- (19) Remove two screws (black) ⑬ to remove the hopping motor ⑭.
- (20) Remove two screws (black) ⑮ to remove a claw C and the Gear-HP-assembly ⑯.
(Tool No. 1)
- (21) Remove a spring ⑰, a screw ⑱ and solenoid ⑲.
- (22) Remove a spring ⑳, a claw D of the hopping roller ㉑, claw E of the gear ㉒, bushing ㉓, hopping roller ㉔ and frame hopping ㉕.
- (23) Remove the lever end ㉖.



4.2.3.21 Belt motor/ High voltage board/ Cover open switch

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover. (See Subsection 4.2.3.1)
- (3) Detach the connector and claw A to remove the cover open switch ①.
- (4) Remove a screw (silver) ② and a screw (black) ③, and then detach seven claws B to remove the high voltage board ③.
- (5) Remove a screw (silver) ④ to remove belt motor ⑥.



4.2.3.22 Low voltage power supply/ Low voltage fan

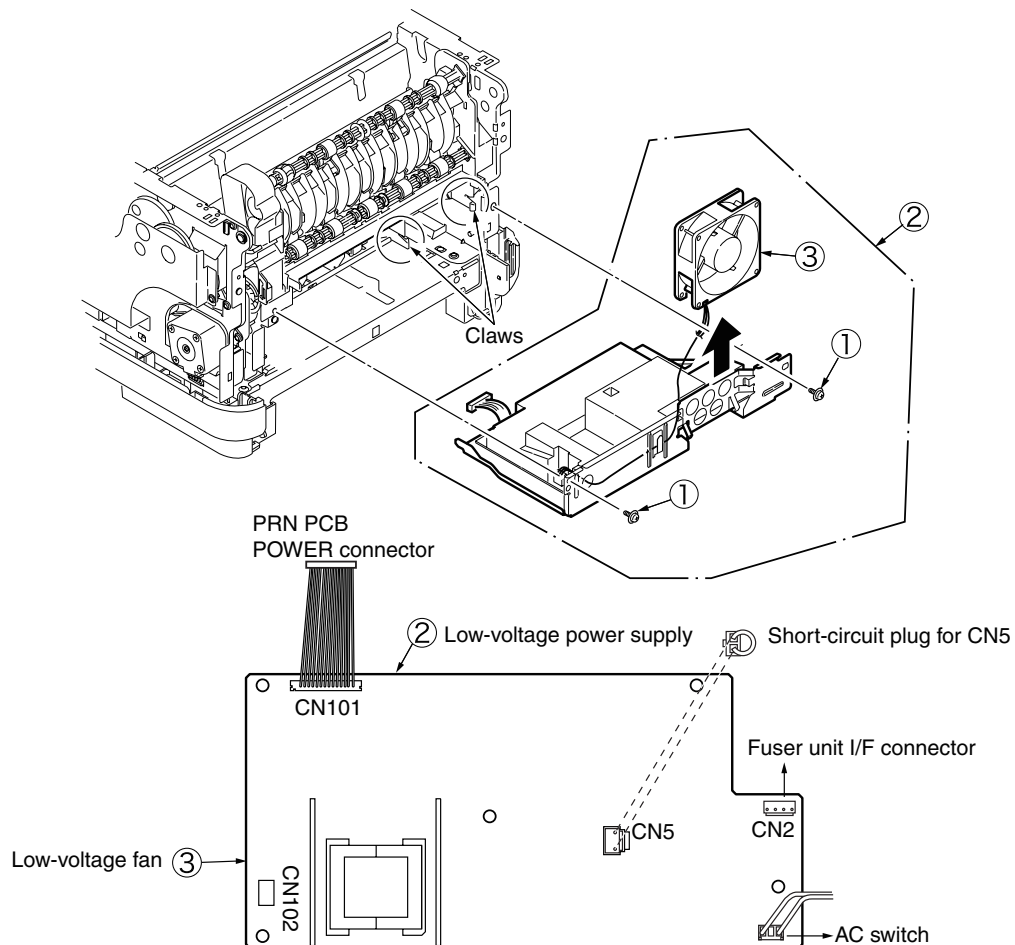


There is a risk of electric shock during replacement of the low voltage power supply.

Use insulating gloves or avoid direct contact with any conducting part of the power supply, and caution should be exercised during replacement.

The capacitor may take one minute to complete discharge after the AC cord is unplugged. Also, there is a possibility that the capacitor doesn't discharge because of a breakage of the PCB, etc., so remember the possibility of electric shock to avoid electric shock.

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover (See Subsection 4.2.3.1)
- (3) Remove the right side cover (See Subsection 4.2.3.2)
- (4) Remove the plate shield front (See Subsection 4.2.3.16)
- (5) Detach a cable connecting the M32 board (main board) with the Low voltage power supply.
- (6) Remove the rear cover. (See Subsection 4.2.3.3)
- (7) Remove the two screws (silver) ①, release claw engagement at the two places, and pull out the low-voltage power supply ② to the position at which the AC switch connector and the fuser interface connector can be removed.
- (8) Detach the AC switch connector and the fuser interface connector and remove the low-voltage power supply ②.
- (9) Pull out a connector of the FAN in the direction of the arrow to extract the FAN ③.

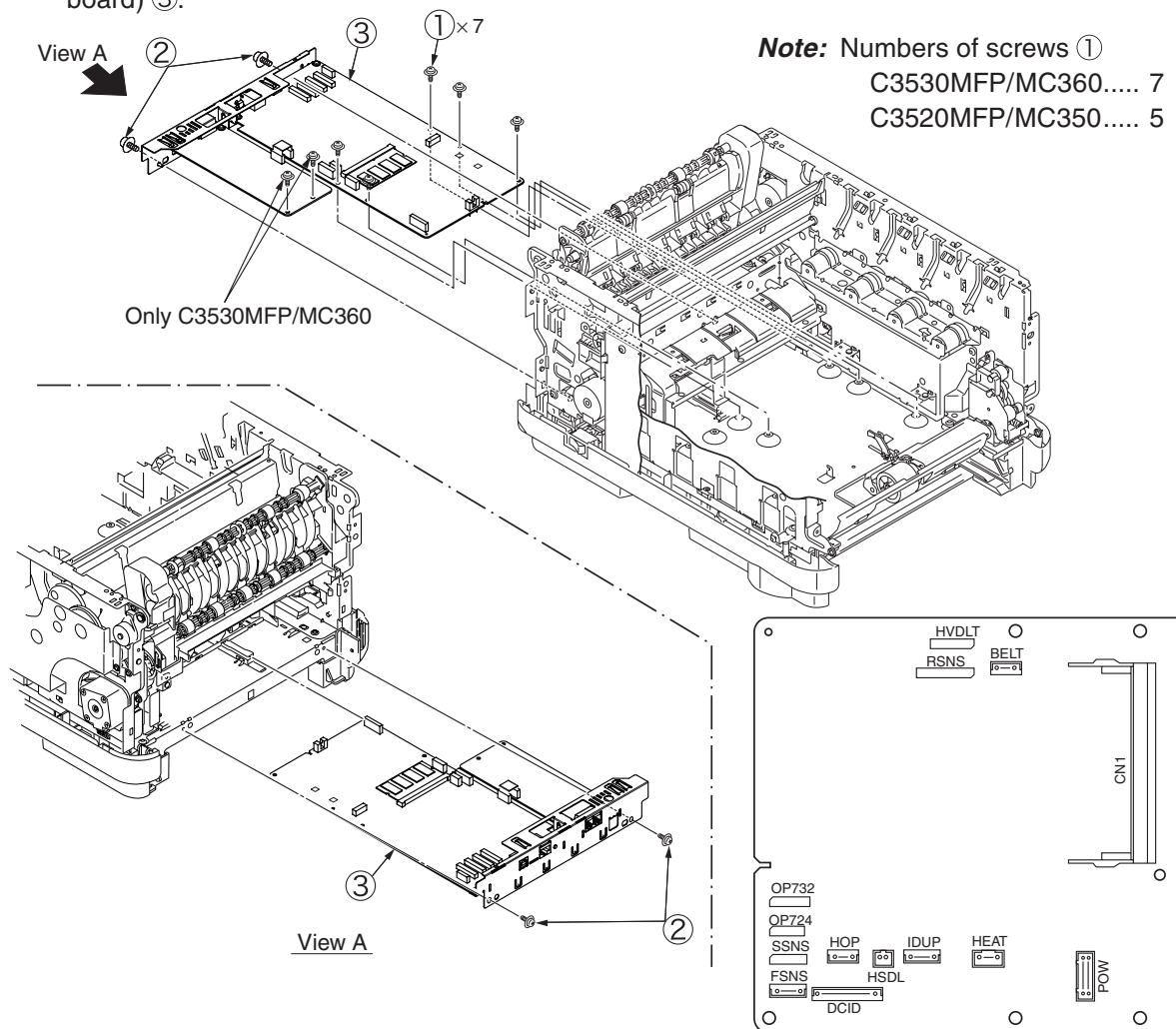
**Notes!**

CN5 : Switching connector for AC input voltage setting

Short-circuit plug to be equipped for 100-V system/Short-circuit plug
not to be equipped for 230-V system

4.2.3.23 M32 Board (Main Board)

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover (See Subsection 4.2.3.1)
- (3) Remove the right side cover (See Subsection 4.2.3.2)
- (4) Remove the plate shield front (See Subsection 4.2.3.16)
- (5) Detach all connectors connecting to the M32 board (main board).
- (6) Remove the rear cover. (See Subsection 4.2.3.3)
- (7) Remove the low voltage power supply (See Subsection 4.2.3.22)
- (8) Remove seven (five) screws (silver) ① and two screws (silver) ② to remove the M32 board (main board) ③.



Note: When M32 board is changed of Spain 9cpm unit, two following files are necessary for Spain 9cpm.

- (1) CU firmware which is customized for 9cpm

File : 732MFP_CU_S305

CU firmware should be downloaded after M32 board is changed of Spain 9cpm unit.

CU firmware is common in C3530MFP and C3520MFP.

- (2) PjL file for storing the 9cpm parameters in to custom media tables

These parameters should be stored into tables by PjL after M32 board is changed of Spain 9cpm unit.

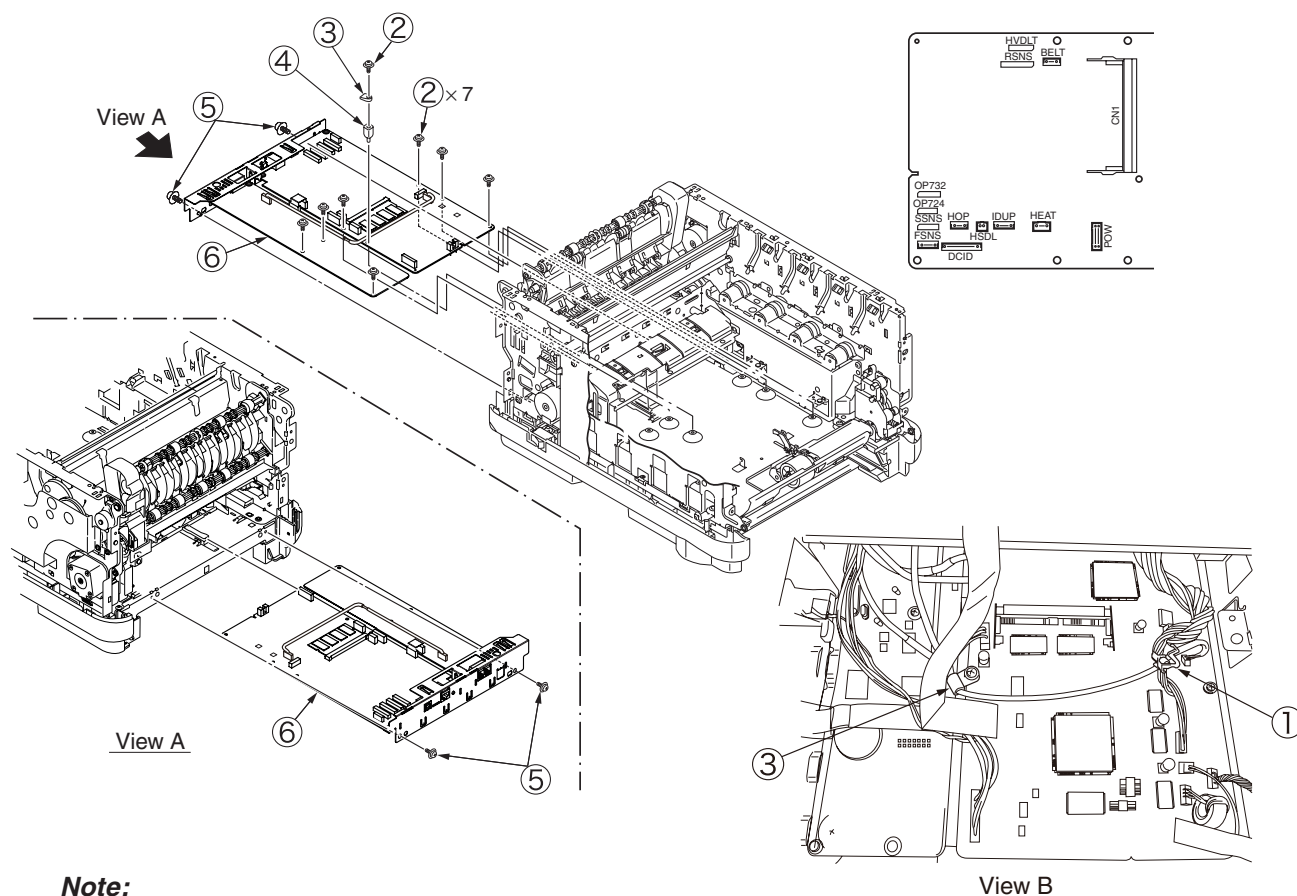
Please pay attention to different files in C3530MFP and C3520MFP.

(a) For C3530MFP File : 732n_MFP9cpm_v1_0.pjl

(b) For C3520MFP File : 732Ln_MFP9cpm_v1_1.pjl

C3530MFP(CHN-M) only

- (1) Remove the scanner. (See Subsection 4.2.1)
- (2) Remove the left side cover (See Subsection 4.2.3.1)
- (3) Remove the right side cover (See Subsection 4.2.3.2)
- (4) Remove the plate shield front (See Subsection 4.2.3.16)
- (5) Remove the Clamp-cable (Re-use) ① .(View-B)
- (6) Detach all connectors connecting to the M32 board (main board).
- (7) Remove the rear cover. (See Subsection 4.2.3.3)
- (8) Remove the low voltage power supply (See Subsection 4.2.3.22)
- (9) Remove eight screws (silver) ② ,Clamp-Cable ③ ,Post ④ and two screws (silver) ⑤ to remove the M32 board (main board) ⑥ .

**Note:**

- (1) The Clamp-Cable (Re-use) ① that was removed in (5) should be used for assembly. Cut the Clamp-Cable (Re-use) ① when a new Clamp-Cable (Re-use) ① is used.(See Fig-1)
- (2) The Clamp-Cable ③ must be connected to the cable sheath and then screwed to the Post ④ .
(See Fig-2 for the proper orientation to attach.)

The Clamp-Cable ③ and the cable must be attached without touching the FFC. (See Fig-2.)

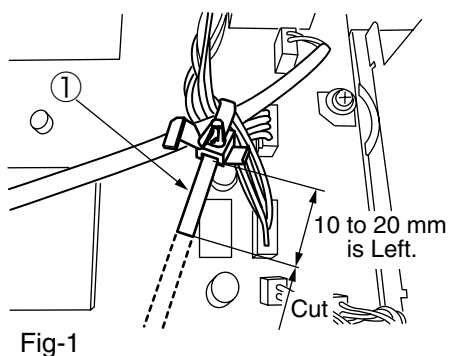


Fig-1

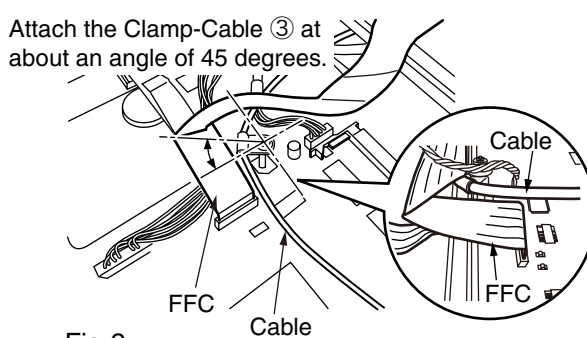


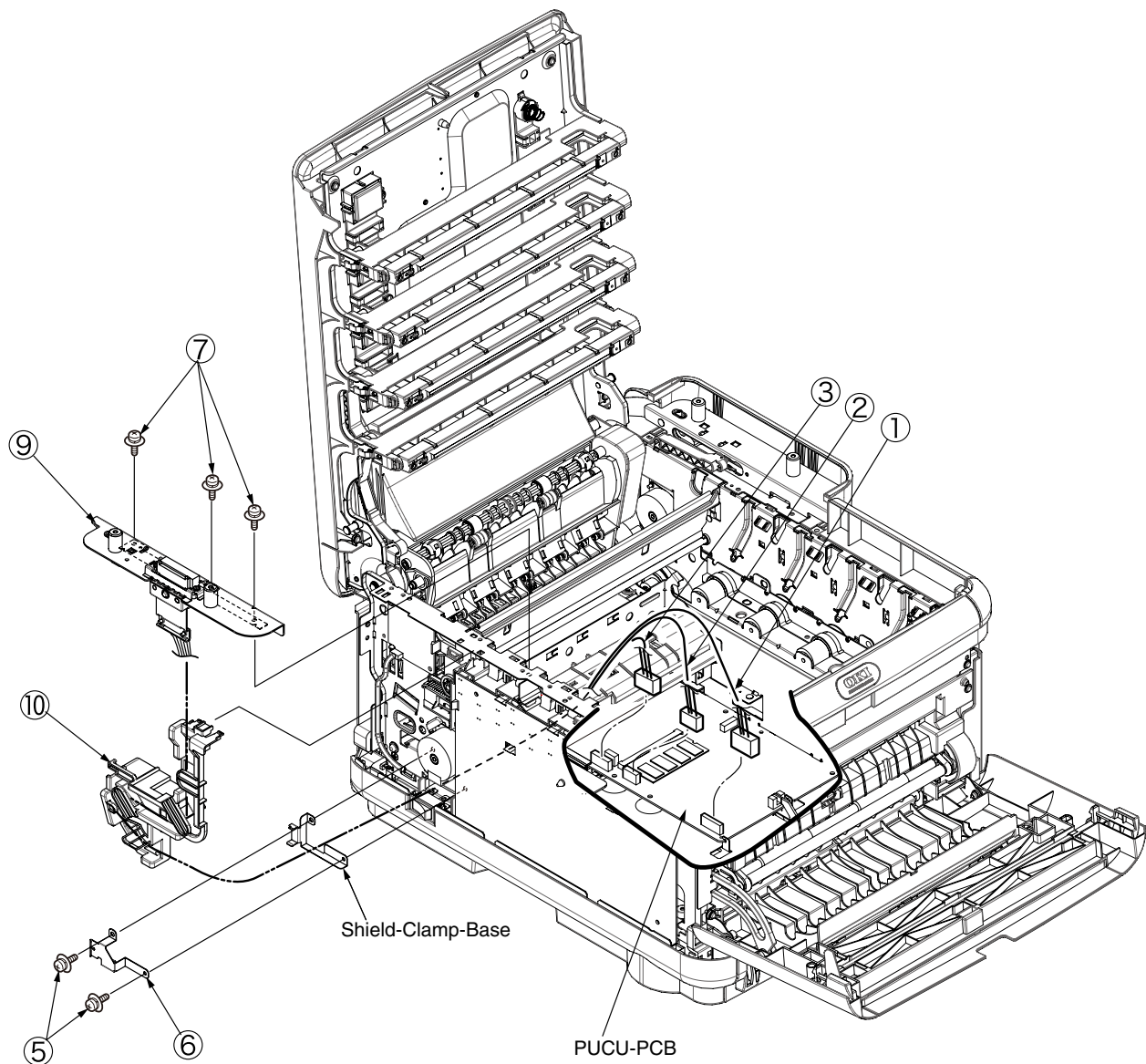
Fig-2

4.2.3.24 Remove the Stay-Guide-L-Assy

- (1) Remove the scanner. (See Sub 4.2.1)
- (2) Remove the left side cover. (See Sub 4.2.3.1)
- (3) Remove the two screws (silver) ⑤ to remove the Shield-Clamp.
- (4) Remove the three screws (silver) ⑦ to remove the Stay-Guide-L-Assy.
- (5) Unthread the cables from the Guide Cable.
- (6) Remove the Plate-Shield-Front(n). (See Sub 4.2.3.16)
- (7) Unplug the connectors ① to ③ from the PUCU board.
- (8) Disconnect the cable carefully not to deform the Shield-Clamp-Base.

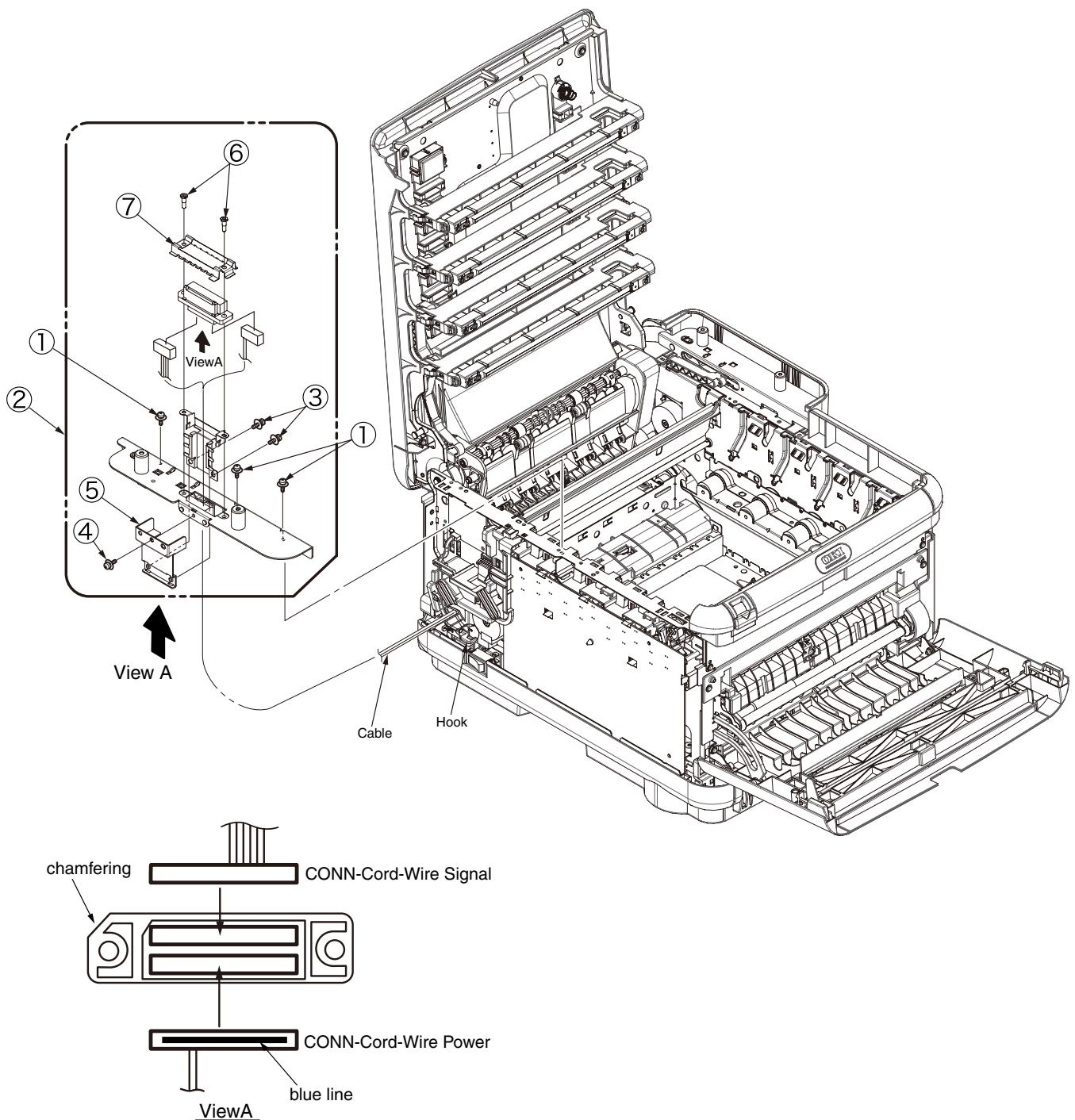
<Instruction on reassembly>

To clamp the cable between the Shield-Clamp-Base and the Shield-Clamp, be sure to clamp the part of the cable wrapped with a conductive tape.



4.2.3.25 Disassembly of the Stay-Guide-L-Assy

- (1) Remove the scanner. (See Sub 4.2.1)
- (2) Remove the left side cover. (See Sub 4.2.2.1)
- (3) Remove the three screws (silver) ① to remove the Stay-Guide-L-Assy ②.
- (4) Unthread the cable from the Guide Cable.
- (5) Remove the two screws (silver) ③ and the screw (silver) ④ to remove the Shield-Cable-Outer ⑤.
- (6) Remove the two screws (silver) ⑥ to remove the Shield-Drawer-L ⑦.
- (7) Disconnect the two connecting cable from the back of the drawer connector.



4.3 Lubricating points

This subsection indicates the lubricating points of the printer. Conversely, it means that any other parts than the specified lubricating points must not be lubricated.

There is no need to lubricate in the midst of a disassembling job. However, if lubricating oil has been wiped off, supply the specified oil.

Lubricating work

(1) Symbols and names of oils

EM-30L : MOLYKOTE EM-30L

HP-300 : MOLYKOTE HP-300

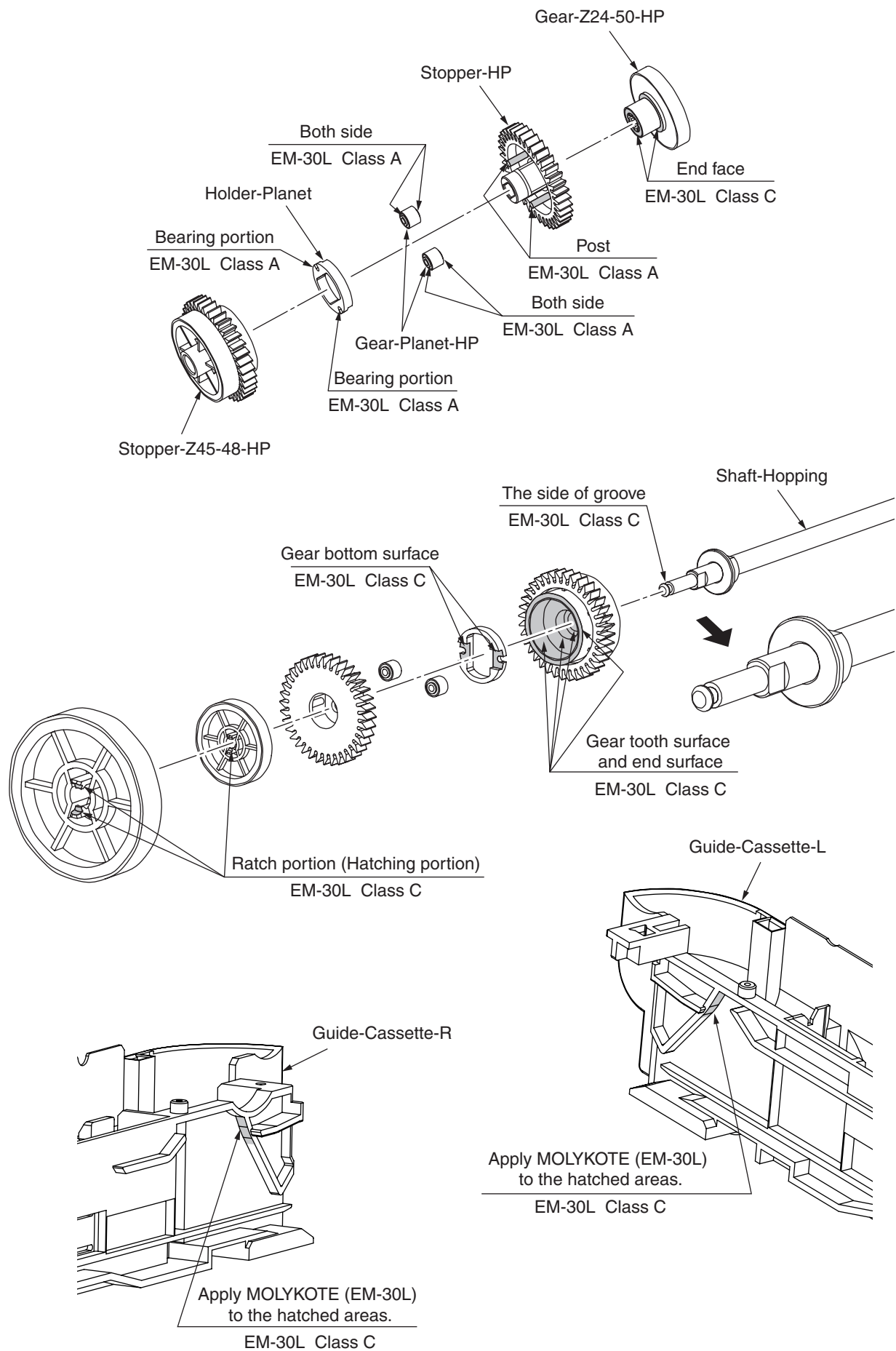
PM : Pan Motor Oil 10W-40 or ZOA 10W-30

(2) Boundary samples of grease

Class	S	A	B	C	D	E	F
Amount of grease(cc)	0.0005	0.003	0.005	0.01	0.03	0.05	0.1
W(mm)	1.24	2.25	2.67	3.37	4.86	5.76	7.26
Sample	•	●	●	●	●	●	●

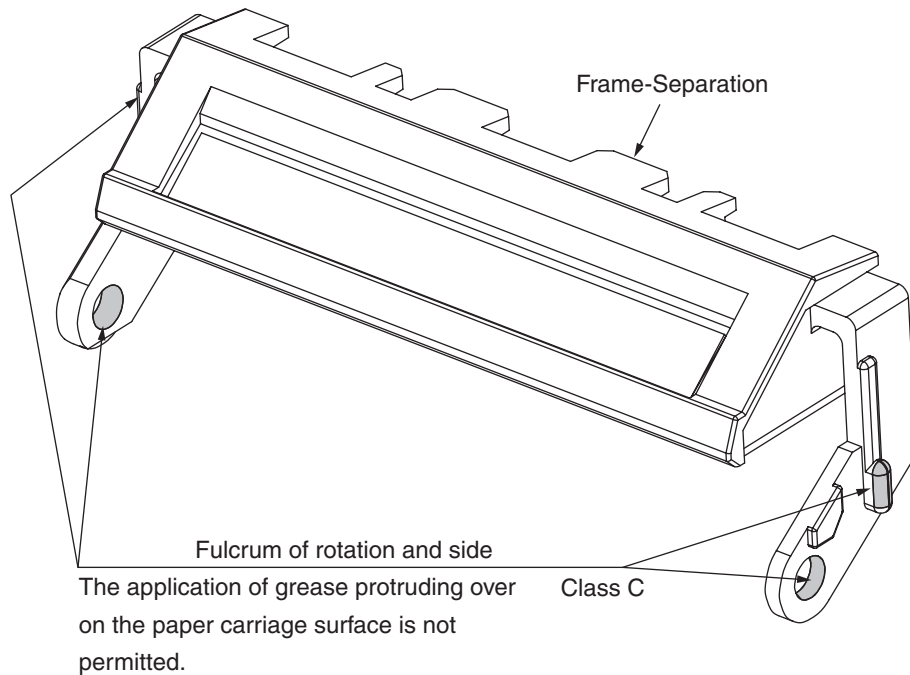


① 43192201 Plate-Assy.-Base



② 43192601 Cassette-Assy.

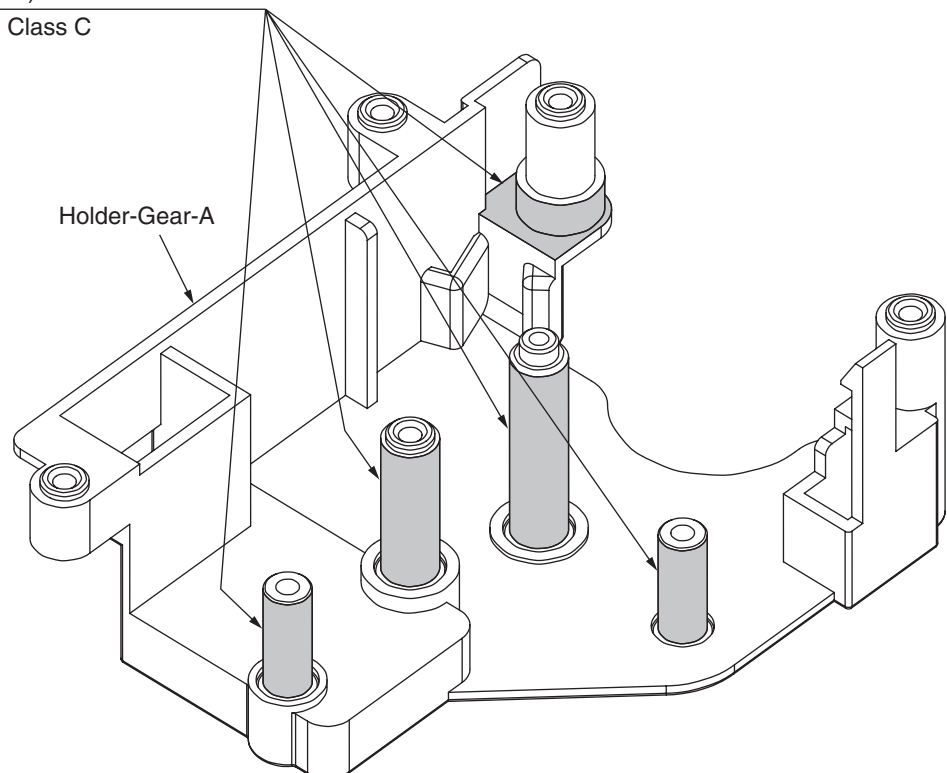
The MOLYKOTE (EM-30L) should be applied to the hatched areas portions shown in the figure below before assembly. (At both sides)



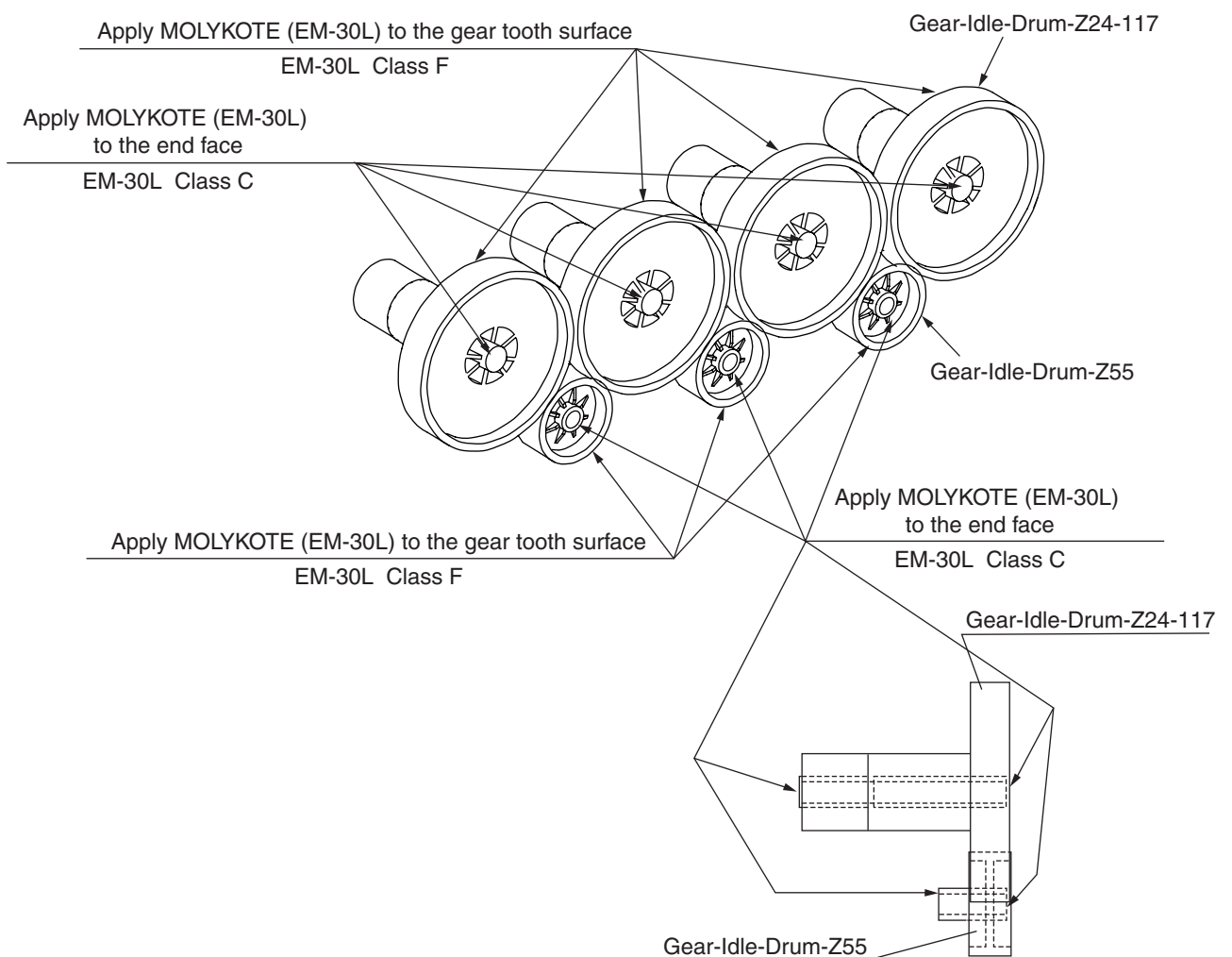
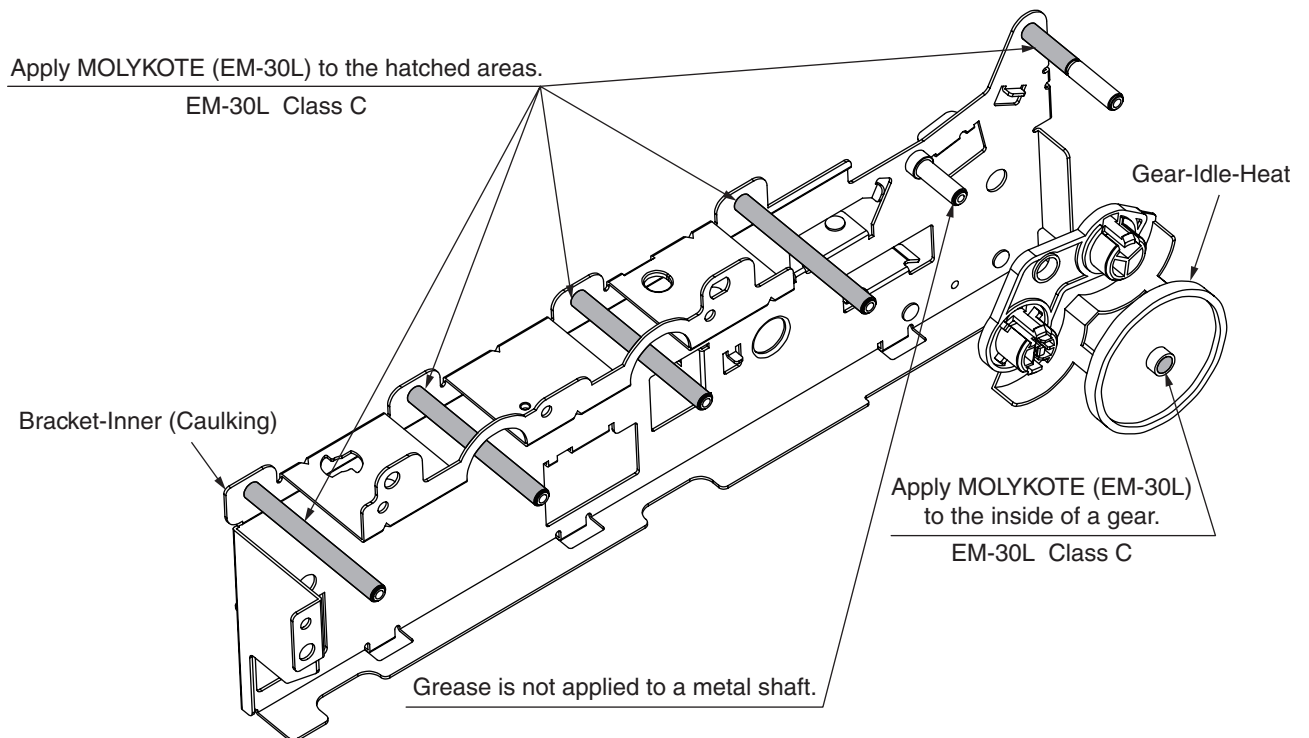
③ 43197301 Gear-Assy.-HP

Apply MOLYKOTE (EM-30L) to the hatched areas.

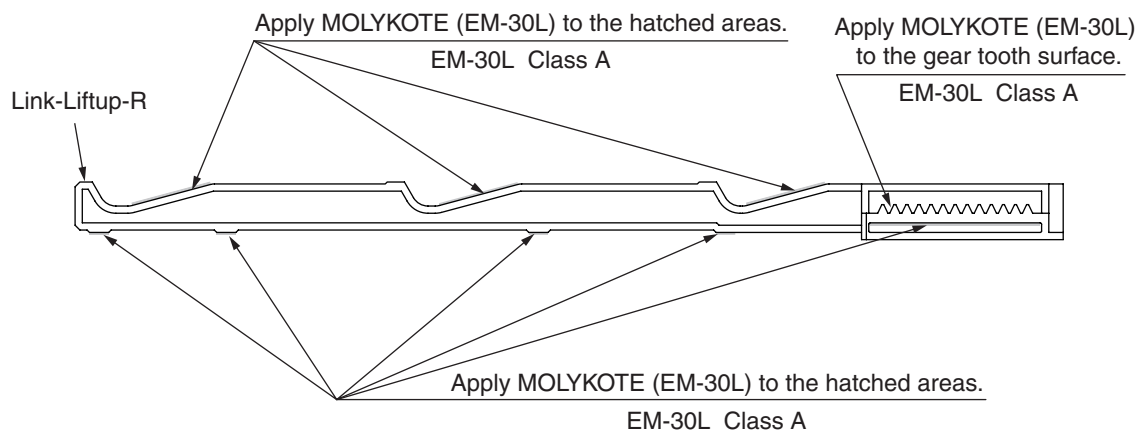
EM-30L Class C



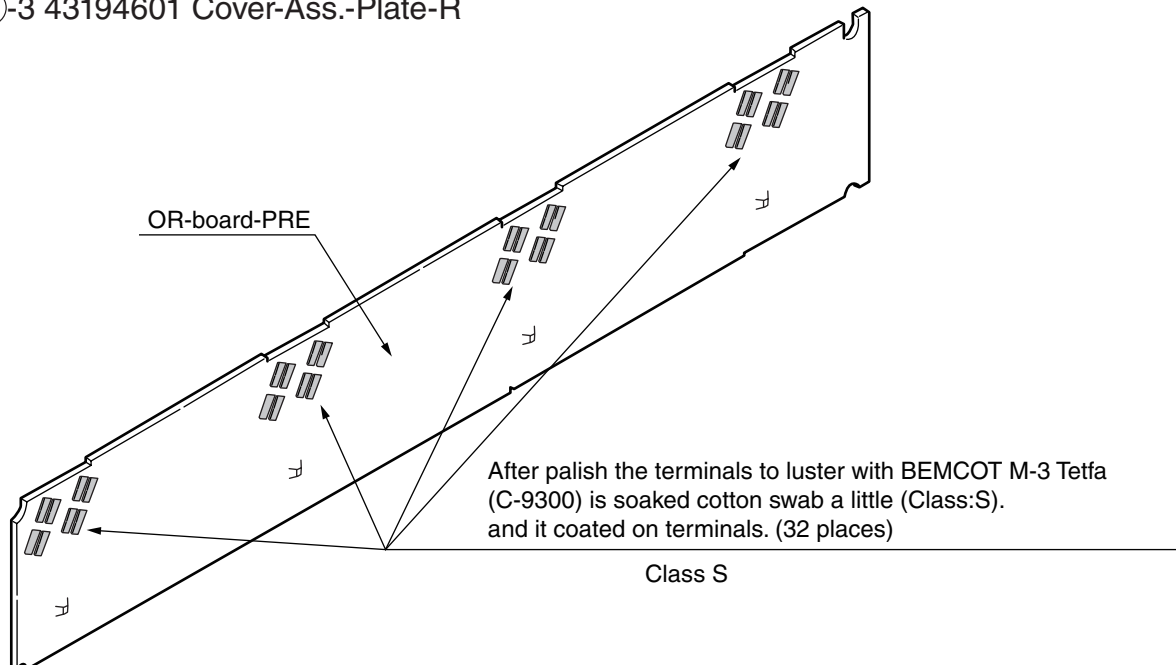
④-1 43194101 Plate-Assy.-Side-R (PX732)



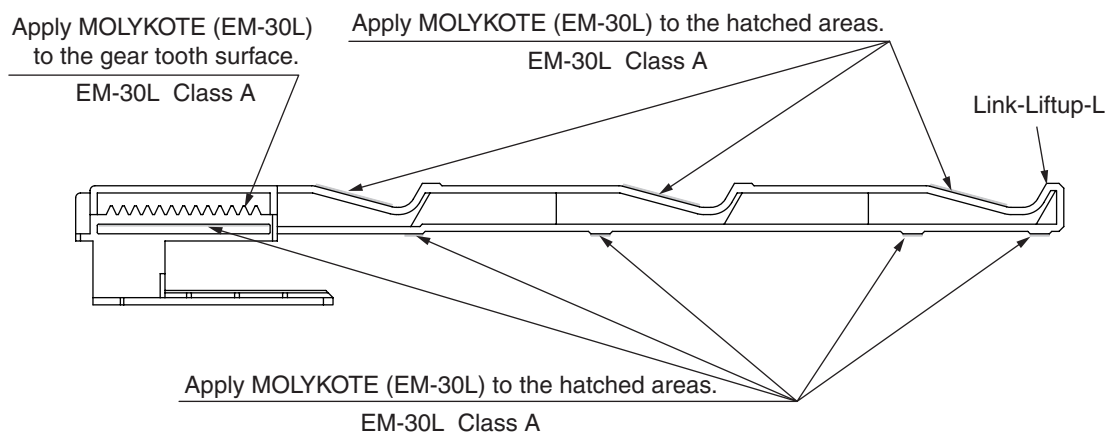
④-2 43194101 Plate-Assy.-Side-R (PX732)



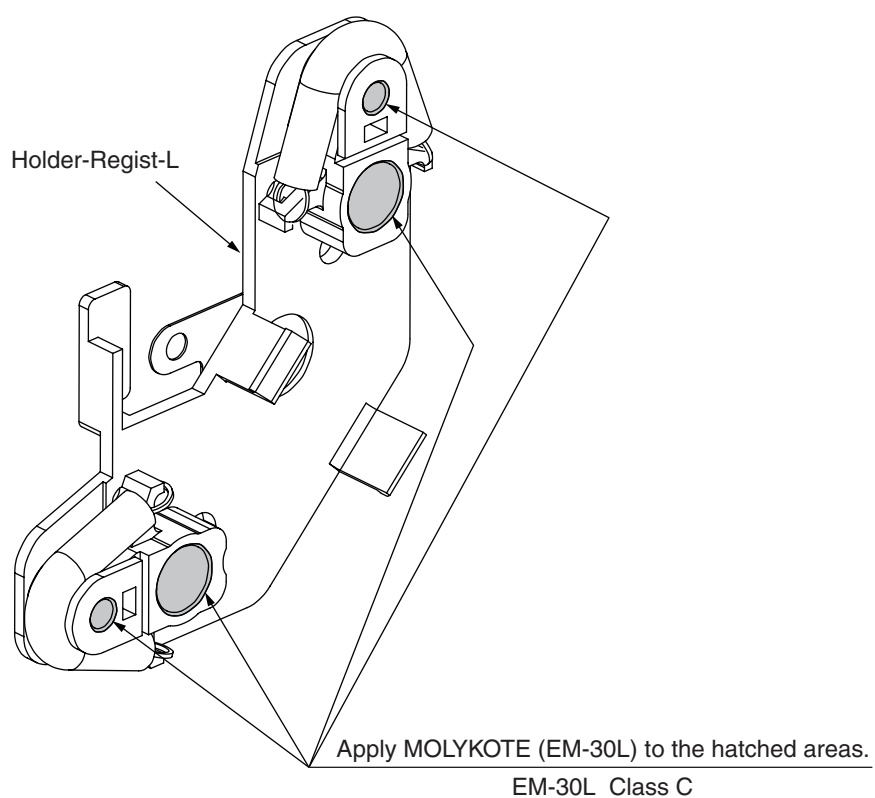
④-3 43194601 Cover-Ass.-Plate-R



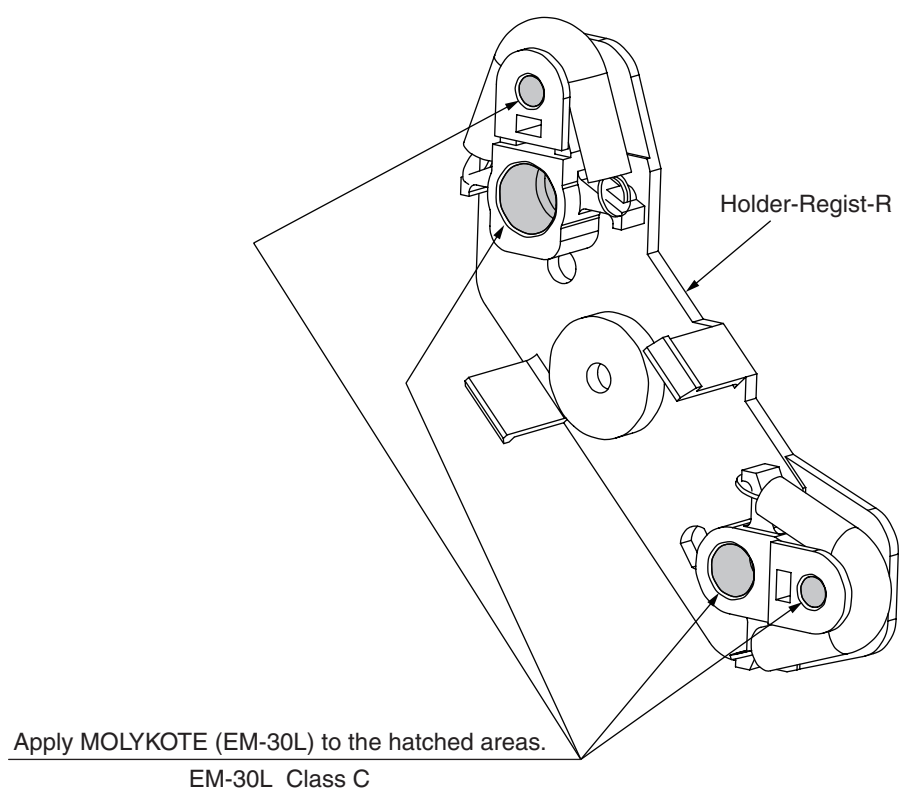
⑤ 43200101 Plate-Assy.-Side-L (PX732)



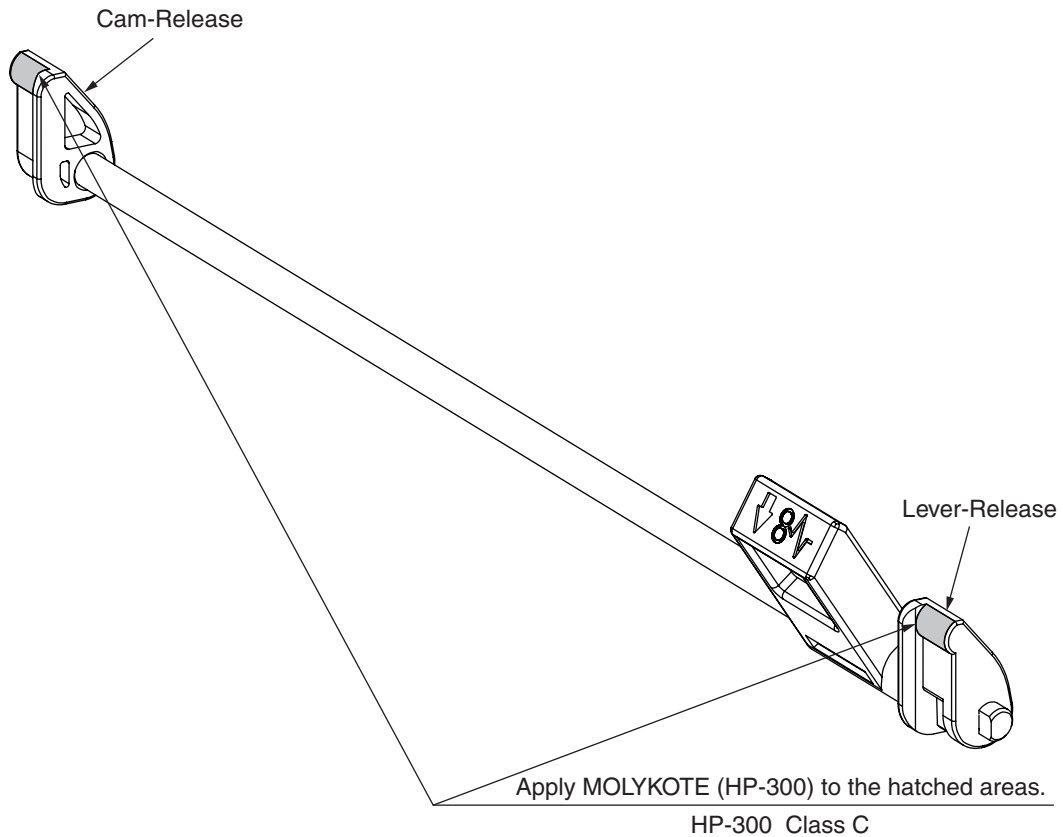
⑥ 43209701 Holder Assy.-Regist-L



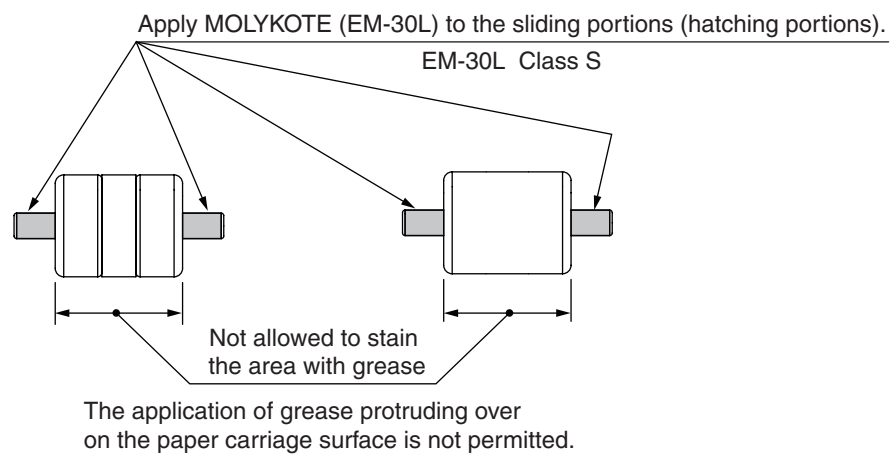
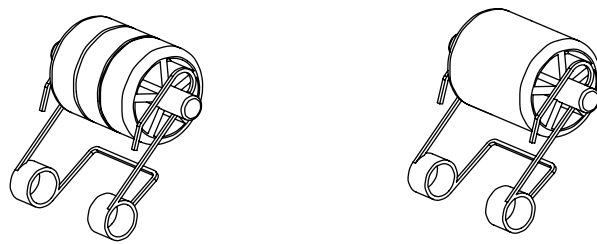
⑦ 43210301 Holder Assy.-Regist-R



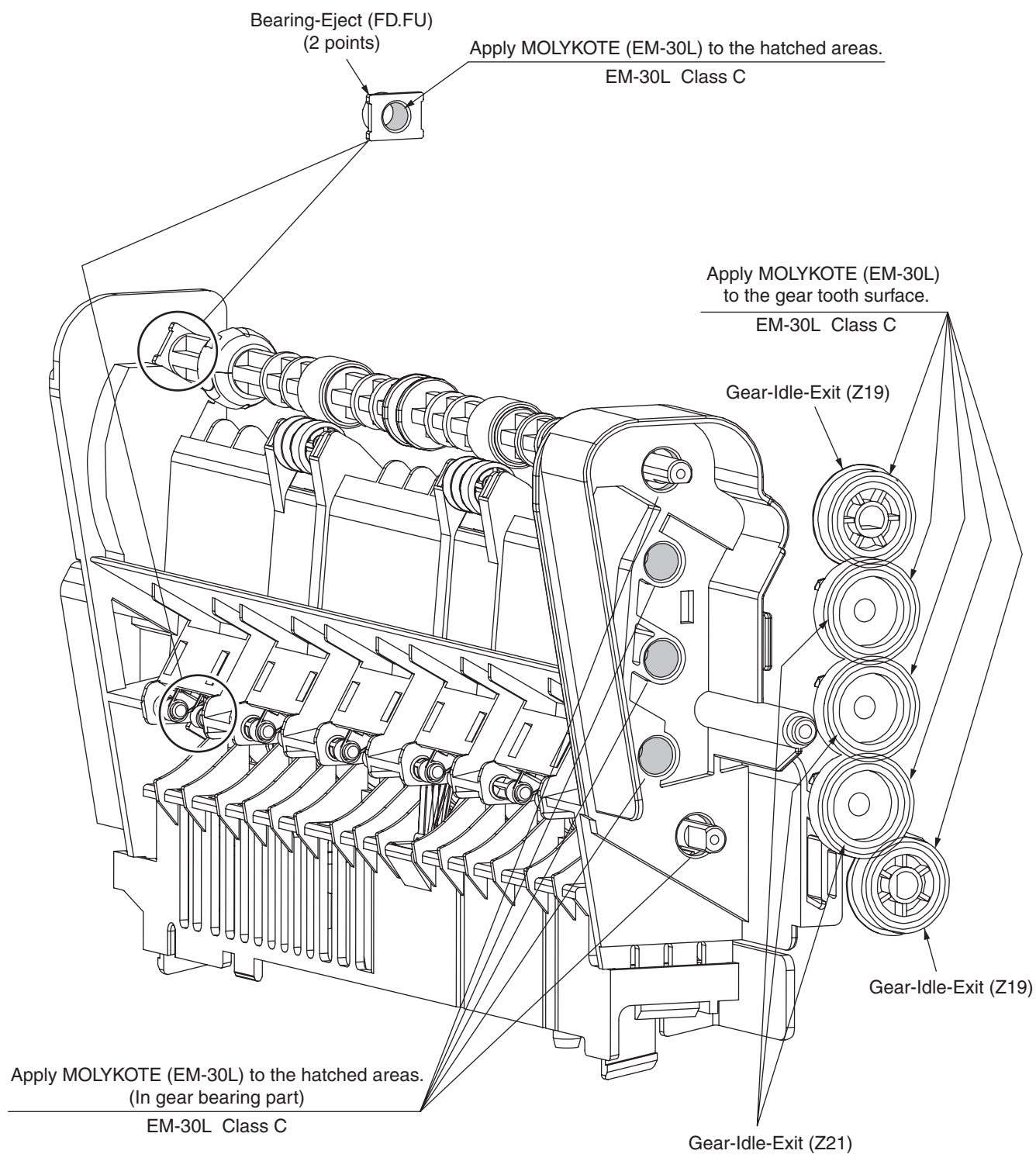
- ⑧ 43217001 Fuser-Assy. (n)
43396001 Fuser-Assy. (Ln)



- ⑨-1 43206501 Guide-Assy.-Eject-U



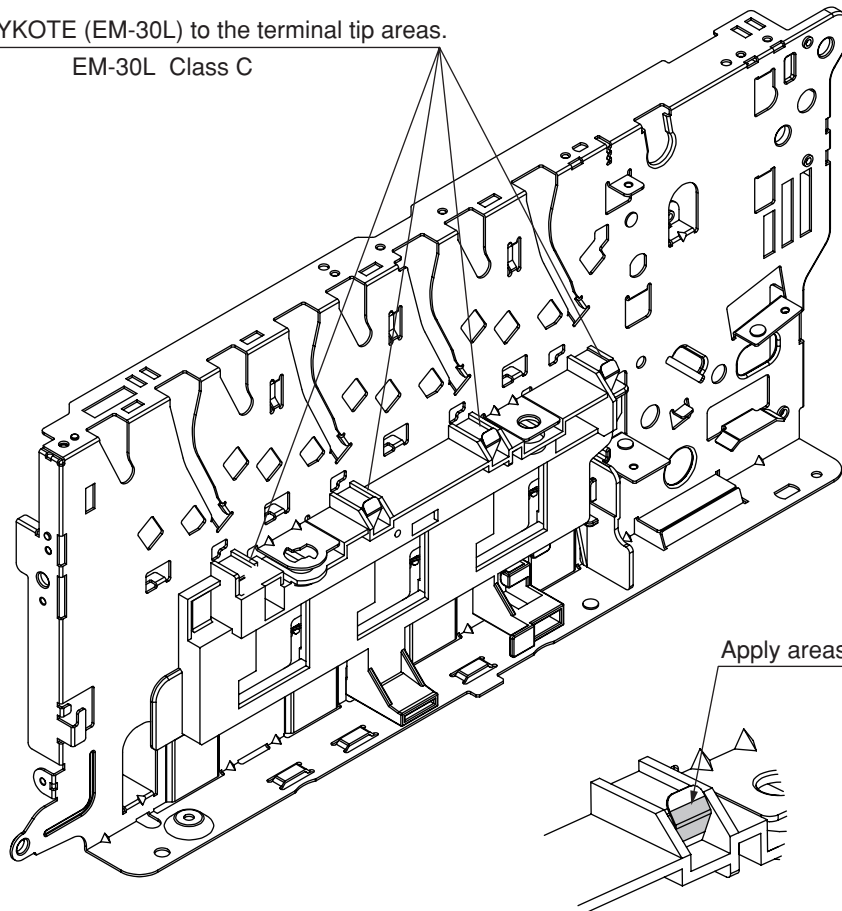
⑨-2 43206501 Guide-Assy.-Eject-U



⑩-1 43192001 Printer-Unit-PX732

Apply MOLYKOTE (EM-30L) to the terminal tip areas.

EM-30L Class C



Apply MOLYKOTE (EM-30L) to the end face.

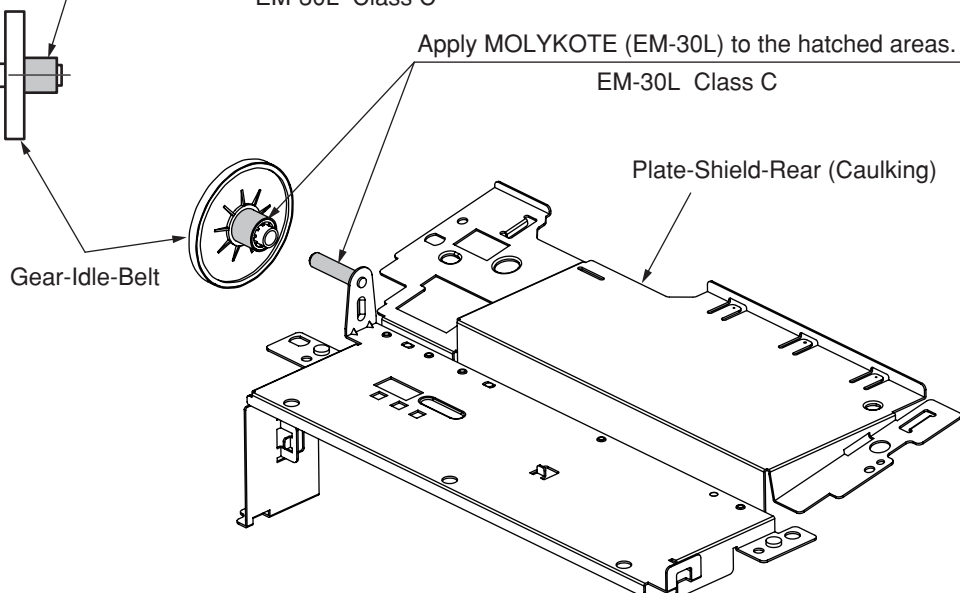
EM-30L Class C

Apply MOLYKOTE (EM-30L) to the hatched areas.

EM-30L Class C

Apply MOLYKOTE (EM-30L) to the hatched areas.

EM-30L Class C



⑩-2 43192001 Printer-Unit-PX732

Apply MOLYKOTE (EM-30L) to the hatched areas.

EM-30L Class C

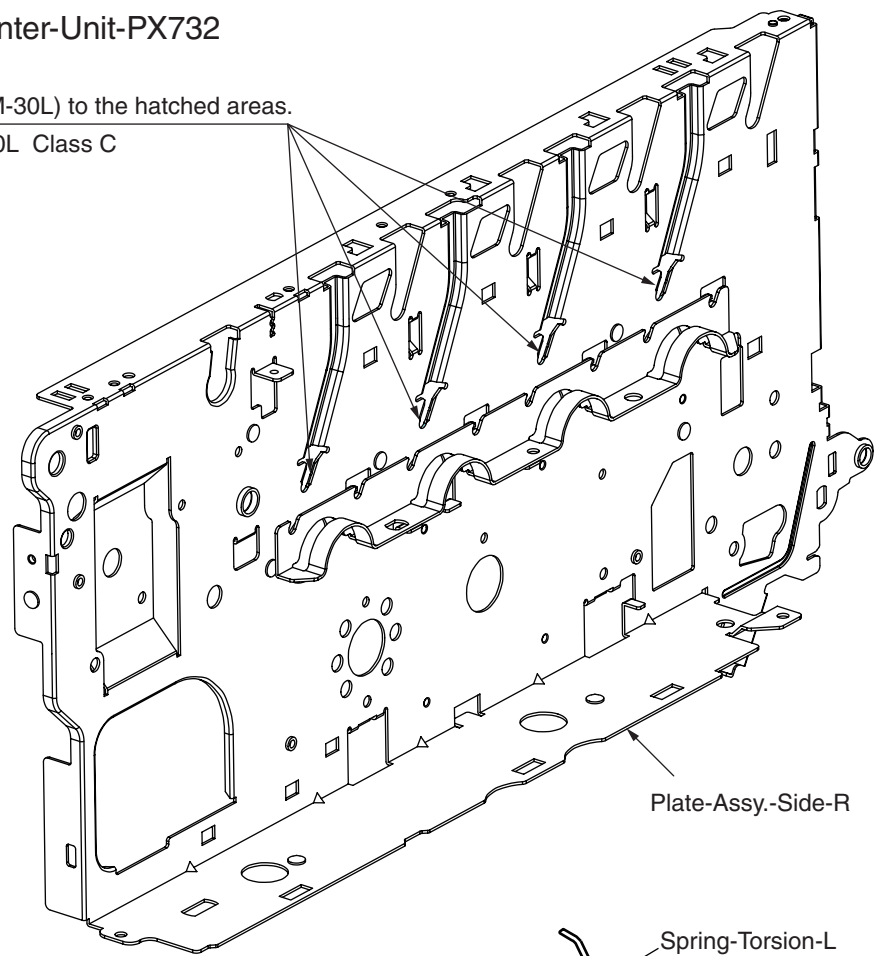
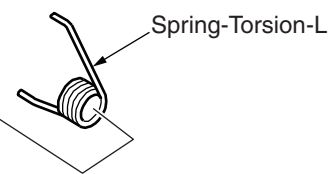
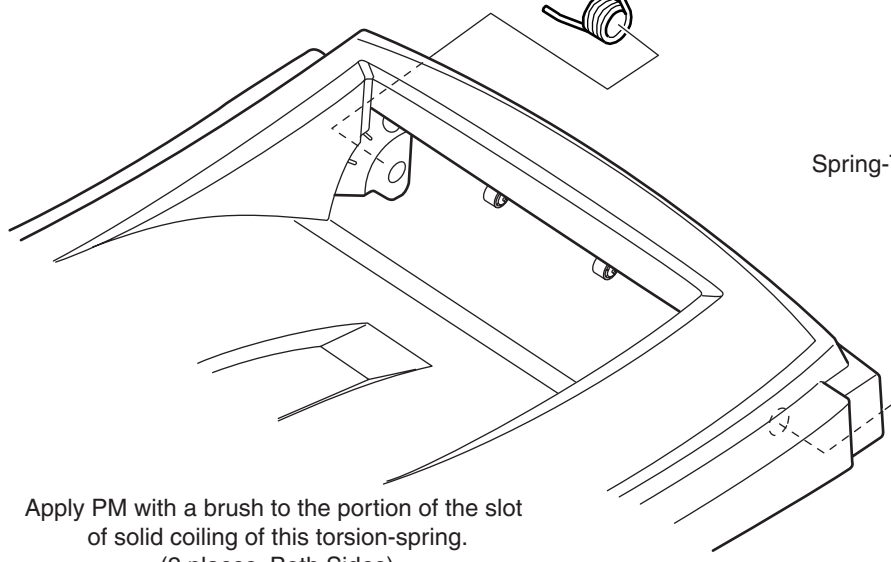


Plate-Assy.-Side-R



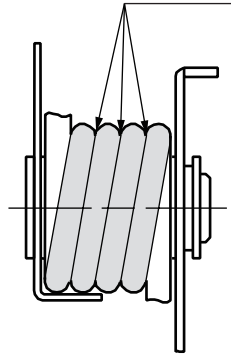
Spring-Torsion-L



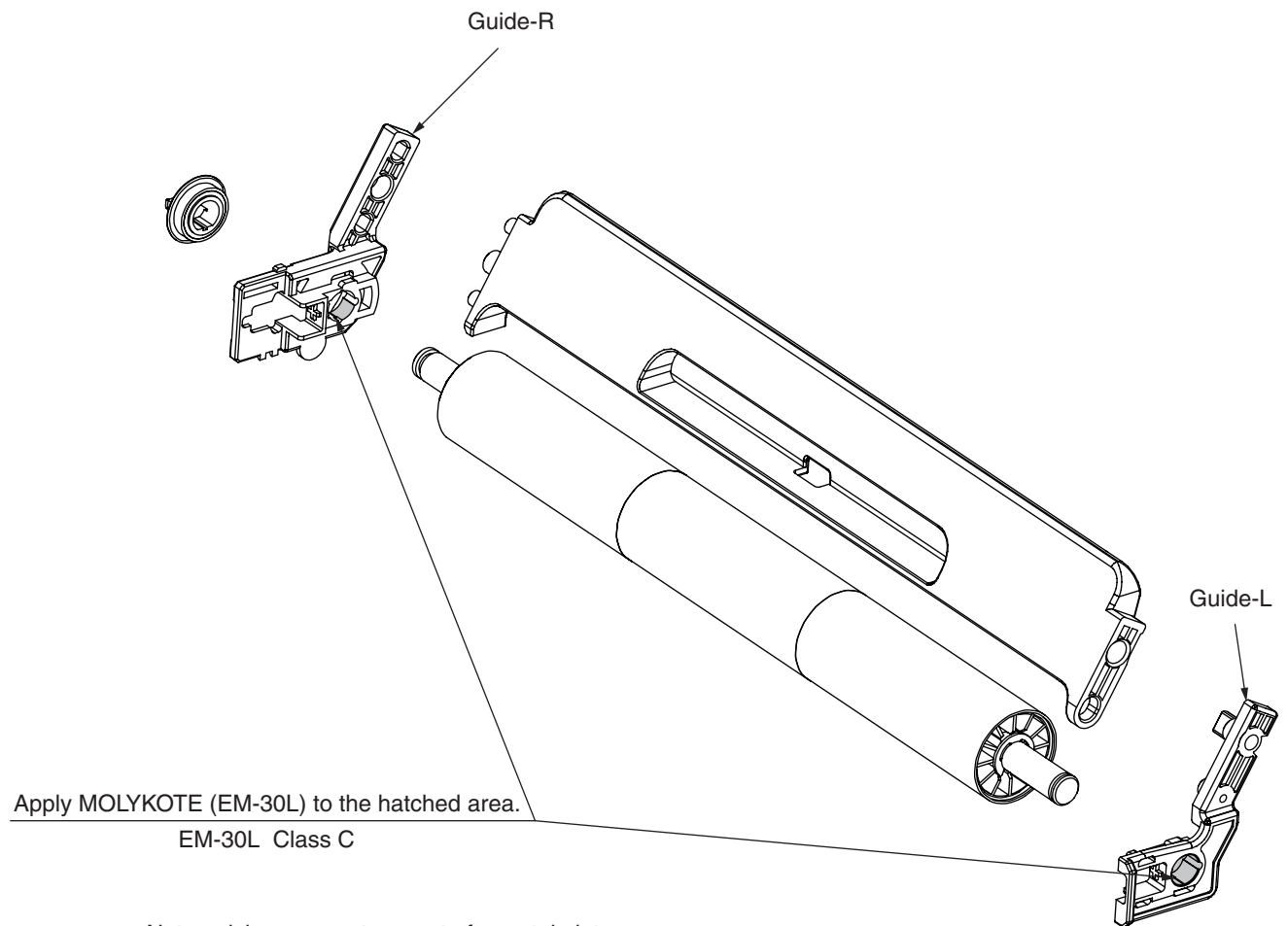
Spring-Torsion-R

Apply PM with a brush to the portion of the slot of solid coiling of this torsion-spring.
(2 places, Both Sides)

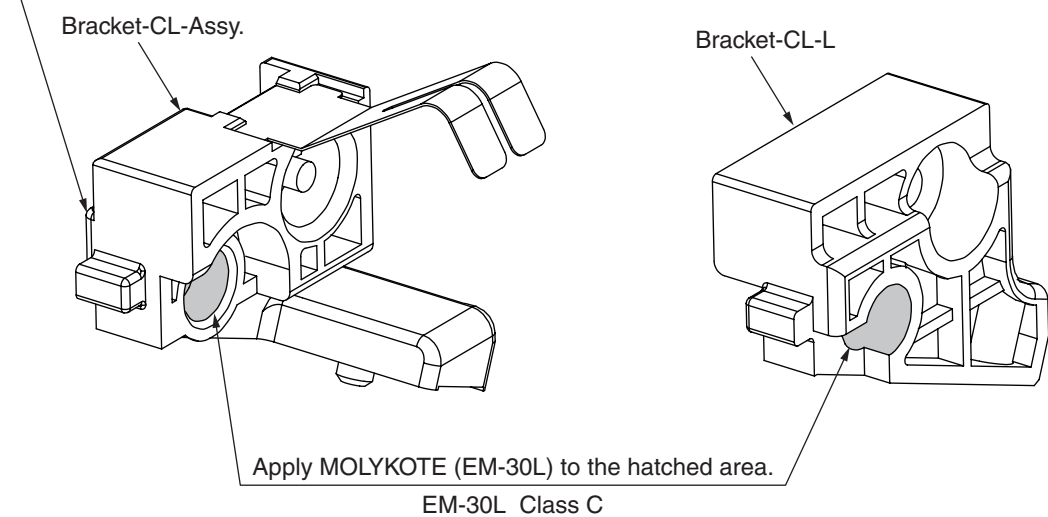
PM Class C



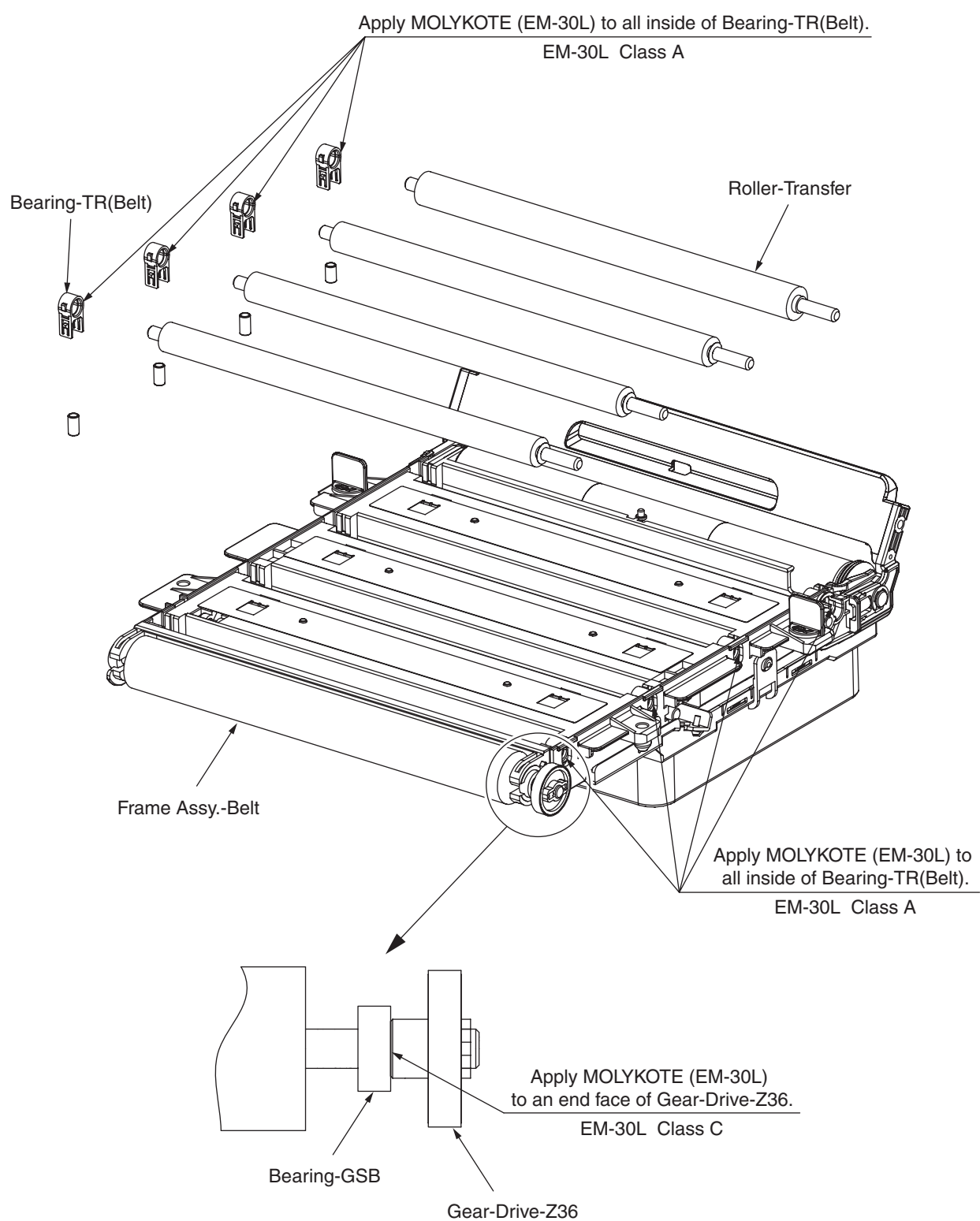
⑪-1 43216001 Belt-Unit (PX732)



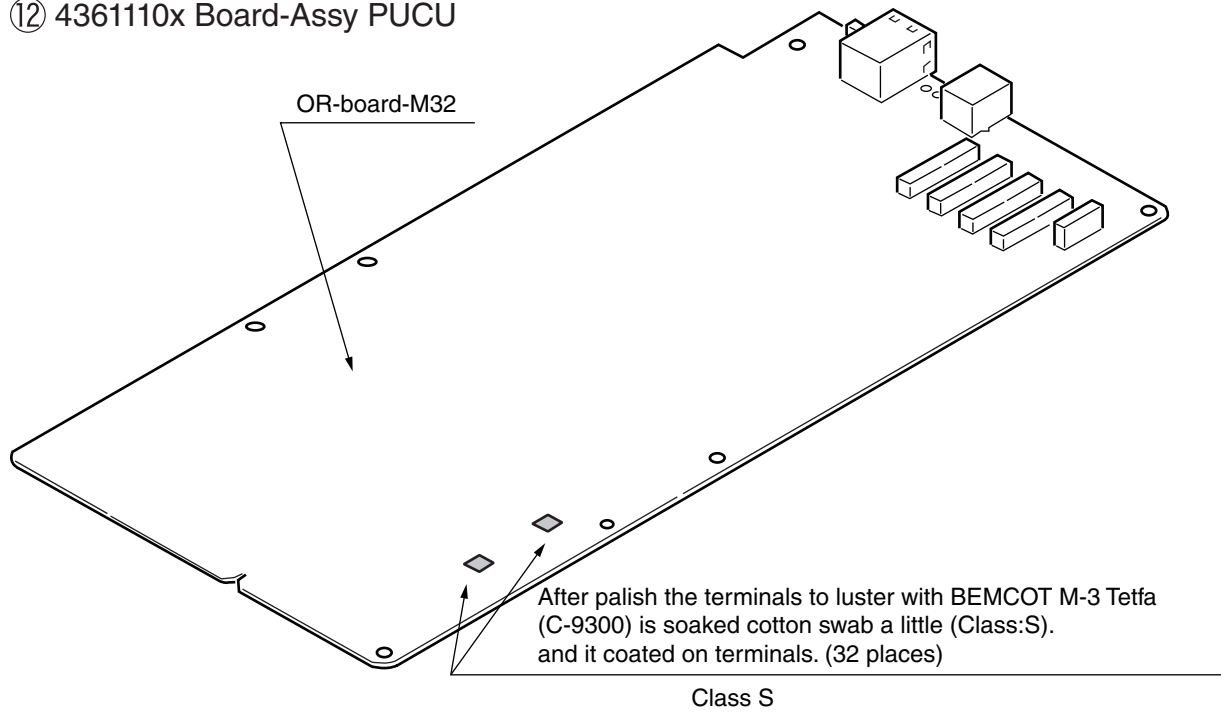
Not applying grease to a part of a metal plate.



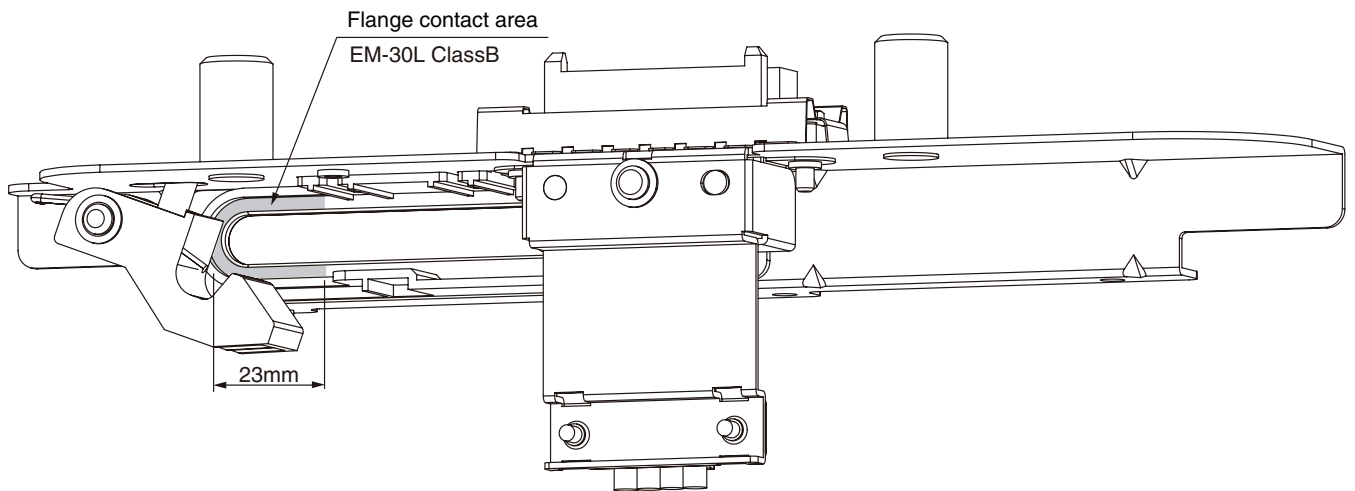
⑪-2 43216001 Belt-Unit (PX732)



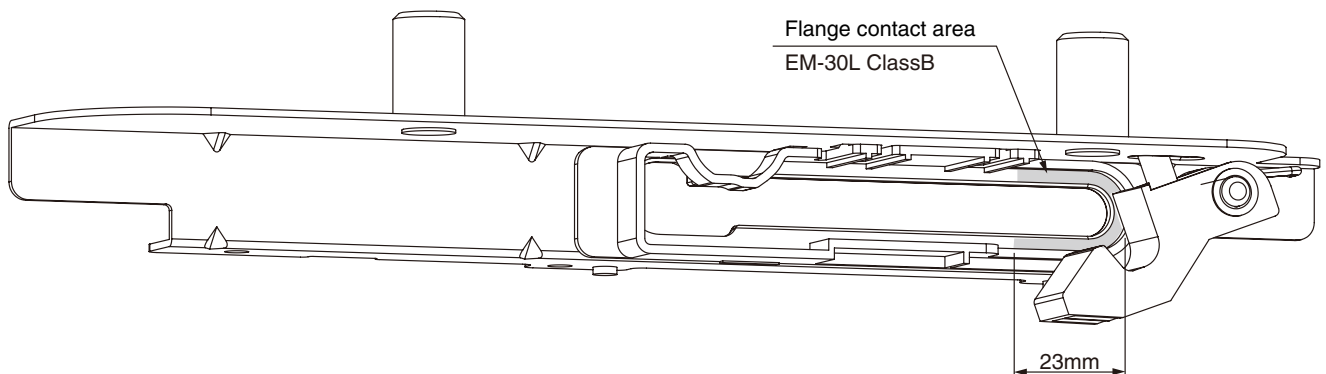
⑫ 4361110x Board-Assy PUCU



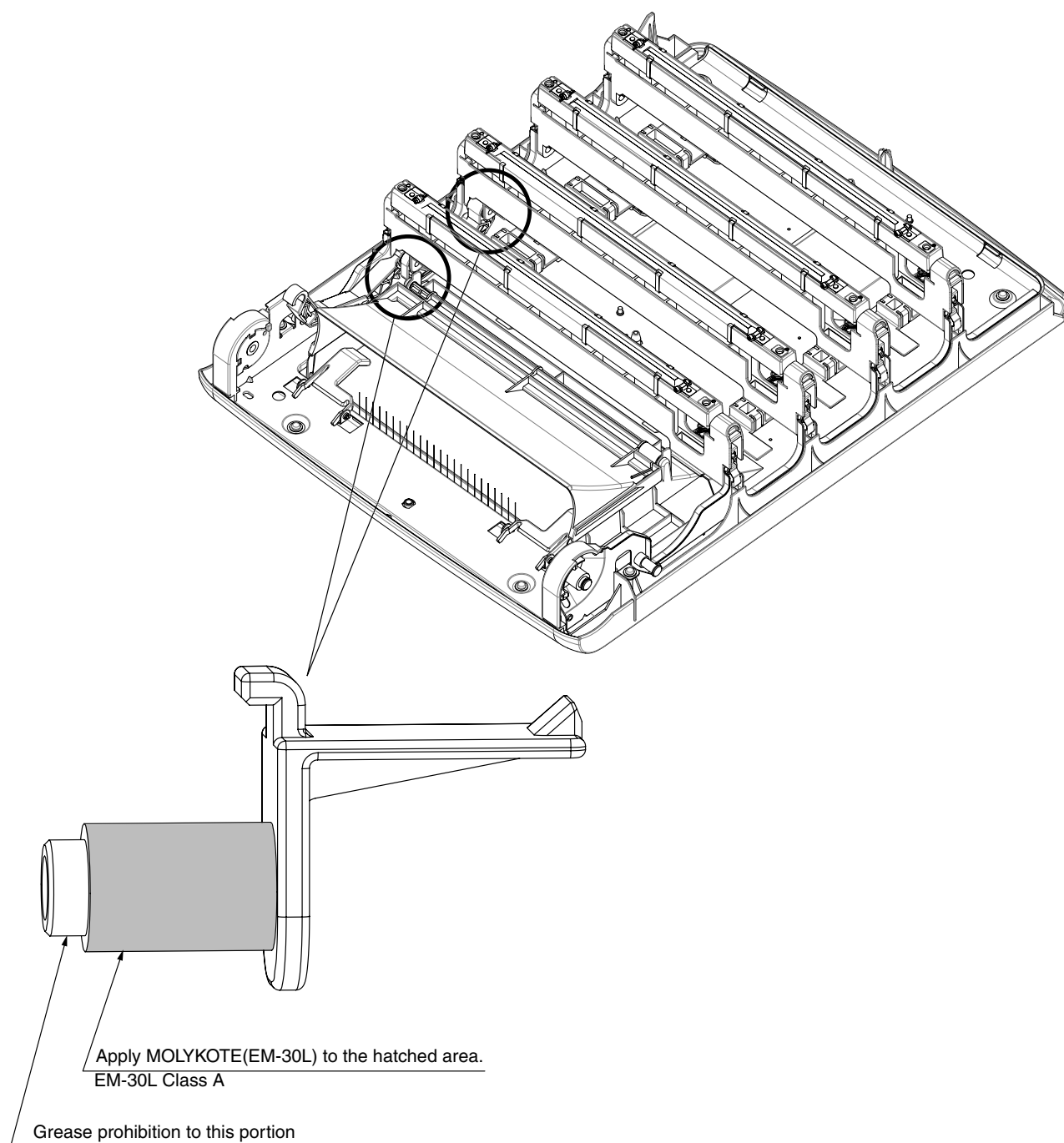
⑬ 43420301 Stay-Guide-L Assy



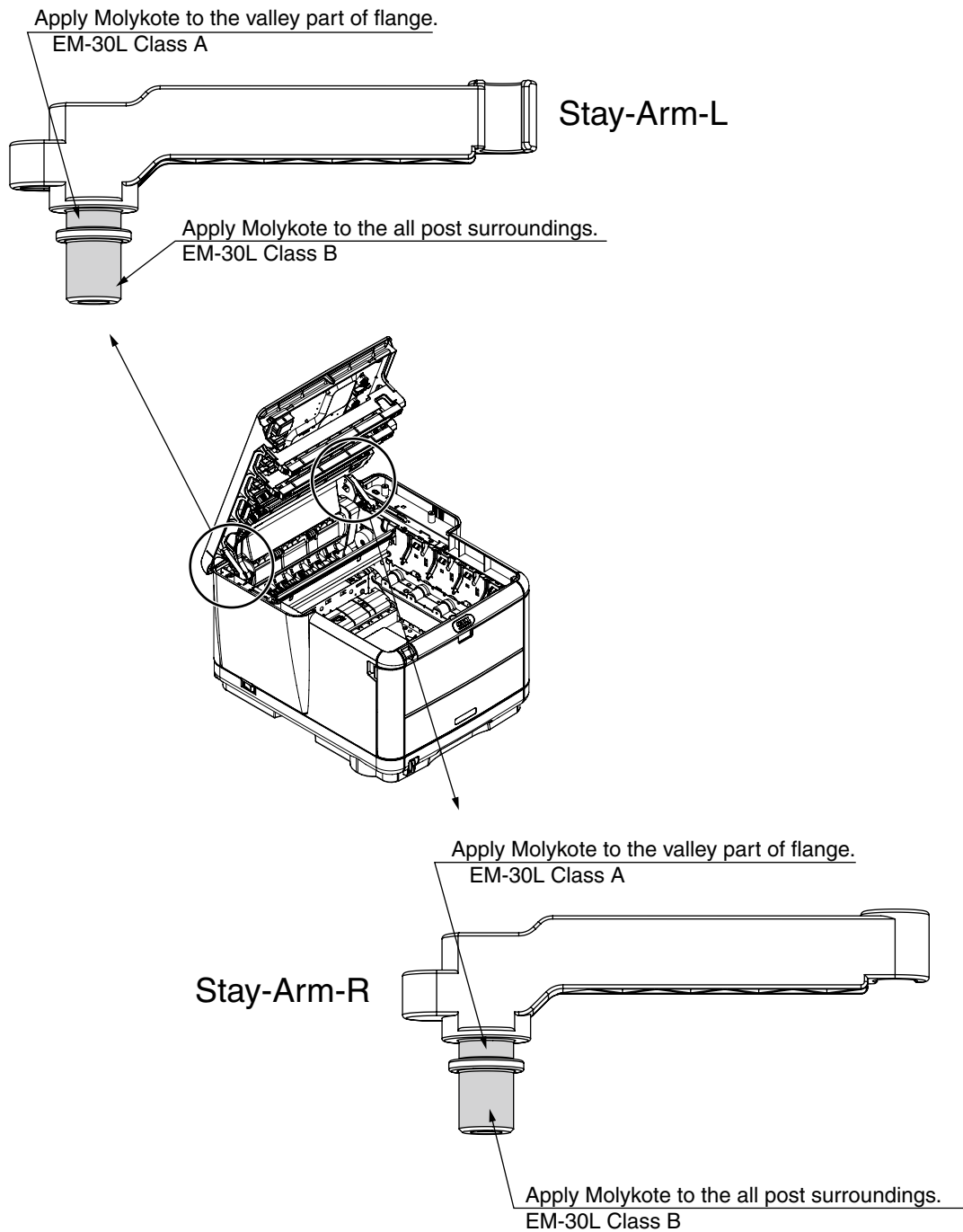
⑭ 43422201 Stay-Guide-R Assy



⑮ 43420101 Cover-Assy.-Top



- ⑩ 43418501 PrinterNIP-PX732MFP-L
43418601 PrinterNIP-PX732MFP



5. MAINTENANCE MENU

By using the maintenance utility you can adjust this machine.

5.1 Maintenance Utility

Based on the maintenance utility, users can make adjustments listed in table 5-1.

The details of maintenance utility are as follows.

- 1) Maintenance utility operating manual : 42678801FU01 Rev.22 or later(Japanese version)
: 42678801FU02 Rev.22 or later(English version)
- 2) Program of the maintenance utility is as below.
* It is possible to download a program of the maintenance utility.
(Person in charge of the manual, Window Person is available to access.)

Applicable Operating System	File Name	Part Number
Win9x/Me/NT/2000/XP/Vista	MuWin.zip	42678801FW01 Rev.22 or later

Table 5-1 Maintenance Utility Adjustment Items (1/2)

	Item	Adjustment	Section No. of the Maintenance Utility Operation
1	Change the main (M32) circuit board	Copy of the EEPROM used for PU of the main circuit board. Purpose of adjustment: if it's necessary to change to other main circuit board in order to change maintenance, users should copy the above mentioned data to other main circuit board.	Section 2.4.1.1.1
2	Set PU Serial number	Rewrite the serial number of the recorded device used for PU. Purpose of adjustment: if it is impossible to copy the EEPROM of PU (I/F error, etc.), users can make settings of the circuit board changed for maintenance.	Section 2.4.1.1.2.2
3	Factory/Shipping mode	Switch between factory mode and shipping mode. Purpose of adjustment: if it is impossible to copy the EEPROM of PU (I/F error, etc.), users can make settings of the circuit board changed for maintenance. The default of circuit boards for maintenance is usually set to factory mode, so by this function, setting to shipping mode is necessary.	Section 2.4.1.1.2.3
4	Change the main (M32) circuit board	Rewrite the set value of the EEPROM used for CU of the main circuit board. Purpose of adjustment: if it's necessary to change to other main circuit board in order to change maintenance, users should rewrite the EEPROM data to other main circuit board.	Section 2.4.1.1.3
5	Set the information of the serial number	Choose the recorded printer serial number in the EEPROM of CU and change the output mode and serial number of device.	Section 2.4.1.1.4.3
6	Setting information of circuit board items	Confirm the information of serial number and the Factory/Shipping mode.	Section 2.4.1.1.7
7	USB software update	Update the USB software	Section 2.4.2.2.1
8	NIC software update	Update the NIC software	Section 2.4.2.2.3
9	Set the Mac address	Set the Mac address	Section 2.4.2.2.5
10	Scanner software update	Update the scanner software	Section 2.4.1.2.10
11	Fax software update	Update the Fax software	Section 2.4.1.2.11
12	Function of consumable counter maintenance	Copy of the consumable counter Drum counter (Y, M, C, K) Fuser counter Belt counter Toner counter (Y, M, C, K) Purpose of adjustment: when the in-use consumables are used in other device, the value of every consumable counter will be copied.	Section 2.4.1.2.1
13	Set the sensitivity correction value of the color density sensor [Prohibited to use]	Set the sensitivity correction value of the color density sensor.	Prohibited
14	Set the information of desired market/PnP	Set and confirm the printer(CU) s desired market, device ID and USB ID.	Section 2.4.1.2.9

Table 5-1 Maintenance Utility Adjustment Items (2/2)

	Item	Adjustment	Section No. of the Maintenance Utility Operation
15	Initialize the FLASH forcibly	Initialize the FLASH forcibly	Section 2.4.2.2.10
16	The function of saving net work log	Save the log files of net work	Section 2.4.2.2.11
17	Set PTT Parameter	Set and confirm the FAX PTT Parameter	Section 2.4.1.2.12
18	Display the consumable counter	Confirm the current value of consumable counter	Section 2.4.1.3.1
19	Confirm the setting value of menus	Display the setting values set in the printer (CU)	Section 2.4.1.3.2
20	Confirm the information of printer	Confirm the Mac address and various Firmware versions of the printer	Section 2.4.1.3.3
21	Confirm the memory value	Confirm the information of memory in the printer(CU)	Section 2.4.1.3.4
22	Test printing	Execute the local printing function and the transmission of specified files.Purpose of adjustment: to confirm the operation of printer unit and the transmission of downloaded files.	Section 2.4.1.4.1
23	Switch scan test	Execute the switch scan test.Purpose of adjustment: to confirm the operation of every sensor	Section 2.4.1.5.1
24	Motor clutch test	Execute the motor clutch test.Purpose of adjustment: to confirm the operation of every motor and clutch	Section 2.4.1.5.2
25	Color registration test	Execute the Color registration test	Section 2.4.1.5.3
26	Density correction test	Execute the density correction test	Section 2.4.1.5.4
27	Set the control parameter of auto density correction [Prohibited to use]	Set the control parameter of auto density setting	Prohibited
28	Initialize NVM [Prohibited to use]	Initialize NVM	Prohibited
29	Counter display	Confirm the consumables, consumable continuance and abandoned toner counter	Section 2.4.1.5.7
30	Set local parameter	Switch between factory mode and shipping mode; confirm the state of FUSE	Section 2.4.1.5.8
31	Set engine parameter	Set the engine parameter	Section 2.4.1.5.9

Note: Users cannot operate/set the [Prohibited] items since there is a danger of abnormal operation.

5.2 Various printing of the printer unit with controller

Status page printing

Print the information of program version and composition of the controlling parts.

Operation:

1. Under [ONLINE] state, press the START key for 2 seconds then release it.

Network Information printing

Operation:

1. Under [ONLINE] state, press the TEST switch which is at the side of network connector on the back of the printer for 5 seconds, then release it.

Demo printing

Print the inside demo pattern in the ROM.

Operation:

1. Under [ONLINE] state, press the START key for 5 seconds then release it.

5.3 Switch pressing function when power supply is turned on

When power supply of printer is turned on, the functions of usable switches are as follows. And, the switches below are effective when pressed before LED is lighted in the special start confirming pattern.

(1) Cover Open and CANCEL switch

Despite of warning/error, always start by online mode (factory support function). If the function is available, the LED will be in lighting state for 2 seconds

(2) Cover Open and START key

Completely initialize FLASH(resident) when it is in abnormal state. During the initializing process, all the LED will be in lighting state. Nothing will be done when the FLASH is normal.

(3) Cover Open and START key and CANCEL switch

Initialize EEPROM when it is in abnormal state. Nothing will be done when the EEPROM is normal.

5.4 Settings after Parts Replacement

The necessary adjustments after the parts exchange are explained as follows.

Replaced Part	Adjustment
LED Head	Not required.
Image Drum Cartridge (Any of Y, M, C and K)	Not required.
Fuser Unit	Not required.
Belt Unit	Not required.
Main (M32 Board)	Copy the EEPROM information; utility is required

5.4.1 Notes when exchanging the main circuit board and EEPROM setting after the exchange of M32 circuit board

1. When it is possible to access to the EEPROM of the circuit board to be removed
(When neither SERVICE CALL 40 [CU EEPROM Error] nor SERVICE CALL 105 [Engine EEPROM Error] is displayed.)

- (1) By using the PU board replacement function of the maintenance utility (maintenance utility operation manual, Section 2.4.1.1.1, PU board replacement function and Section 2.4.1.1.3, CU board replacement function), retrieve information about the CU EEPROM and the PU EEPROM from the circuit board that is to be removed, and store the information temporarily in the HDD of PC.
- (2) By using the PU board replacement function of the maintenance utility (maintenance utility operation manual, Section 2.4.1.1.1, PU board replacement function and Section 2.4.1.1.3, CU board replacement function), copy the information about the CU EEPROM and the PU EEPROM information stored in the HDD of PC by (1) to the EEPROM of a new circuit board to be installed.

Note: When using the maintenance utility to get the EEPROM information or writing the information, please set the printer to “forcible ONLINE mode” following the procedures in 5.3.(1), then EEPROM can be accessed.

2. When it is impossible to access to the EEPROM of the circuit board to be removed
When SERVICE CALL 40 [CU EEPROM Error] or SERVICE CALL 105 [Engine EEPROM Error] is displayed on the status monitor by handling the circuit board to be removed, or when the EEPROM data cannot be read out, perform maintenance with the maintenance utility according to the following procedure after replacing with a new circuit board.

- (1) [When facing OEL]

- (1-1) Set the PU serial number

(Maintenance utility operation manual, Section 2.4.1.2, PU circuit board setting)
SAP serial number can be applied to the device. The SAP serial number is displayed in the highest rung of the serial number label. It is a 12-digit number including production place (2 digits), production year (2 digits), sequence number (6 digits) and revision number (2 digits).

- PU serial number is a 10-digit number which is basically the same as SAP serial number except that it has no the 2-digit revision number.
- Set on the menu of [Section 2.4.1.1.2.1, PU serial number setting] of [Section 2.4.1.1.2 PU circuit board setting function].

- If you want to specify the PU serial number, please add a "0" (a normal-width zero) then input the 11-digit number. (Please notice that when read out, the number will be 10 digits.)

As shown in the following image, on the menu of [PU serial number setting], eliminate the 2-digit revision number then add a normal-width zero to the 10-digit number and input it.

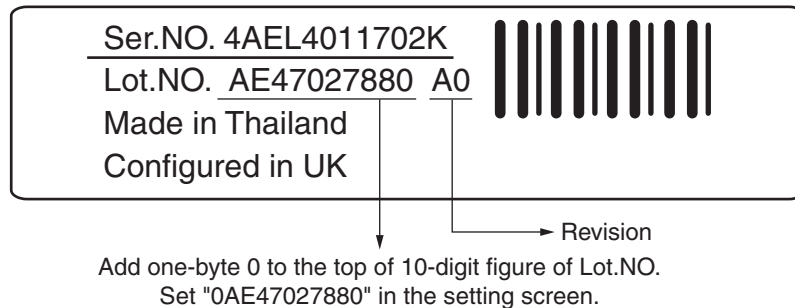


Figure of Serial No. label image (labeled in UK Factory)

- PU serial number will be output to the Printer Serial Number column in the header of Status Page. For this reason, check of PU serial number is performed by printing Status Page.
- After the configuration in the UK factory, when facing OEL, the PU serial number is taken as Lot Number and shown in the Lot Number: column of the last line which is in the header of the Status Page.

(1-2) Set the CU serial number

SAP serial number can be applied to the device. The SAP serial number is displayed in the highest rung of the serial number label. It is a 12-digit number including production place (2 digits), production year (2 digits), sequence number (6 digits) and revision number (2 digits).

- CU serial number is given an original number which is within 12 digits in the UK factory.
- Please notice that if you set the CU serial number, the menu setting in CU will be reset (back to the default setting). (For reference, Maintenance utility operation manual)
- On the menu of [Section 2.4.1.1.4.3, Serial number information setting] of [Section 2.4.1.1.4 CU circuit board setting function], set the [Choose printer serial number] to [CU serial number] and [Output mode] to [Show both].
- If you want to specify the CU serial number, please input the 12-digit number. (When read out, it will be 12 digits, too.)

Input 12 digits for Ser. NO. Input "4AEL4011702K".



Figure of Serial No. label image (labeled in UK Factory)

- CU serial number is shown in the Printer Serial Number Column in the header of Status Page. Therefore, the confirmation of the CU serial number after the change can be done by printing the Status Page.
- The PU serial number is shown in the Lot Number: column of the last line which is in the header of the MenuMap.

(2) [When not facing OEL]

(2-1) Set the PU serial number

(Maintenance utility operation manual, Section 2.4.1.2, PU circuit board setting) SAP serial number can be applied to the device. The SAP serial number is displayed in the highest rung of the serial number label. It is a 12-digit number including production place (2 digits), production year (2 digits), sequence number (6 digits) and revision number (2 digits).

- PU serial number is a 10-digit number which is basically the same as SAP serial number except that it has no the 2-digit revision number.
- Set on the menu of [Section 2.4.1.1.2.1, PU serial number setting] of [Section 2.4.1.1.2 PU circuit board setting function].
- If you want to specify the PU serial number, please add a "0" (a normal-width zero) then input the 11-digit number. (Please notice that when read out, the number will be 10 digits.)

As shown in the following image, on the menu of [PU serial number setting], eliminate the 2-digit revision number then add a normal-width zero to the 10-digit number and input it.

Add one-byte 0 to the top of 10-digit figure of 12-digit SAP serial number to set.
Set "0AE01234567" in the setting screen of PU serial number.

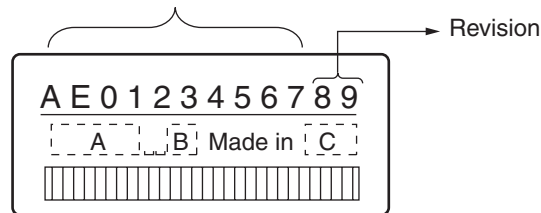


Figure of Serial No. label image

- PU serial number will be output to the Printer Serial Number column in the header of Status Page. For this reason, check of PU serial number is performed by printing Status Page.
- After the configuration in the UK factory, when facing OEL, the PU serial number is taken as Lot Number and shown in the Lot Number: column of the last line which is in the header of the Status Page.

(2-2) Set the CU serial number

CU serial number setting is unnecessary When not facing OEL.

(3) To be applied for every model.

(3-1) Switch to shipping mode

When engine control circuit board has been exchanged, it will become factory mode. Therefore you can change it to Shipping Mode.

- Change to the menu of [Section 2.4.1.1.2.2 Factory/Shipping mode] in the [Section 2.4.1.1.2 PU circuit board setting function] of the maintenance utility.

(3-2) Set the desired market [Method of Confirmation: Status Page printing (C3530MFP/C3520MFP)]

Because the default setting is OEL, the desired market must be set at shipment.

Note! This setting will be stored in the EEPROM of the M32 circuit board.

1. Maintenance circuit board: For international sales/ODA/OEL/APS facing maintenance circuit board, this setting is left as default at shipment.
2. Set the desired market : Set by PjL command or maintenance utility.
3. Explanation : PX732 is a common ROM both for domestic and international markets. When used in devices of different desired markets, it is necessary to set the desired market (the default is OEL facing). This setting will be stored in the EEPROM of the M32 circuit board. This setting in maintenance circuit board is left as default at shipment, when put in use, this setting will be executed. If the program version is changed, it will return to the initial value.

Note! Because of the EEPROM exchange (engine control circuit board), the life information of belt and ID, etc. has been cleared. Please notice that there may appear some errors in the life management until the following unit exchange is done.

Item	Description	Count Description
Fuser unit	Fuser unit life count	A value converted on a A4-size-paper basis from number of pages printed (prints) after installation of a new fuser unit.
Belt unit	Belt unit life count	A value converted on a A4-size-paper basis from number of pages impressed (images) after installation of a new belt unit.
Image drum unit - Black Image drum unit - Yellow Image drum unit - Magenta Image drum unit - Cyan	Respective life counts of image drum units	Values converted on a A4-size-paper basis from numbers of revolutions after installation of new image drum units.
Total number of sheets fed	Printer life count	Total number of sheets fed sheets fed.
Pages - Black Pages - Yellow Pages - Magenta Pages - Cyan	Respective numbers of pages impressed (images) with image drums	Numbers of pages impressed (images) from installation of new image drum units.

5.5 About the manual setting of density correction

At shipment the density correction mode of printer is set to [Auto], if the user set it to [Manual] mode, the density in use will be changed, thus the density might appear strange.

Note! This should be done only when the printer is at idle state. Don't make this setting when warming up.

6. REGULAR MAINTENANCE

6.1 Recommended substitutes

It is recommended by our company that only heavy users should change the following parts.
(If not changed, the printing quality cannot be guaranteed and failures may arise.)

Part Name	C3520MFP/MC350	C3530MFP/MC360
Friction Pad Assy.	42088801	<--
Roller Assy. Hopping	43334901	<--

Note! 1.Consumables(image drum, toner cartridge, fuser and belt unit) are not included.
2.Power supply and main circuit board, etc. are not included.

The above mentioned regular parts exchange should be done by users.

6.2 Cleaning

If necessary, users should use soft cloths and minitype cleaner to clean the inside and outside of the machine.

Note! Don't touch image drum terminals, LED lens array and LED head connector.
Do not use benzin, thinner and alcohol.

6.3 Cleaning LED lens array

If there appear white vertical lines or white stripe (white defection, light printing), please clean your LED lens array.

Note! Make sure to use soft tissues to clean the LED lens array.

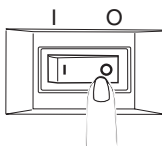
White lines, white stripes
(white defection, light printing)



CLEANING LED HEAD

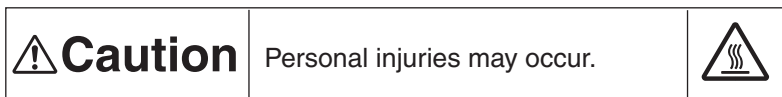
If there appear line breaks or white lines, or the letters and characters are blurred, please clean your LED head.

- (1) Switch off the power supply.

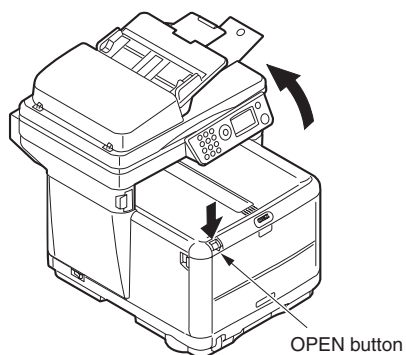


- (2) Lift the scanner.

- (3) Press OPEN button and open the top cover.

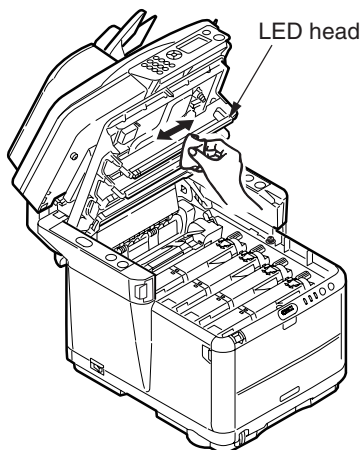


The fuser unit is extremely hot. Do not touch it.



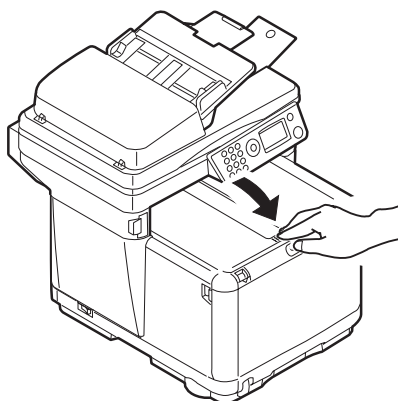
- (4) Lightly wipe the lens (4 points) of the LED head with soft tissues.

Note! Do not use solvents as methyl alcohol or thinner, as they might cause damage to the LED head.



- (5) Close the top cover.

- (6) Lower the scanner.



6.4 Cleaning the pick-up roller

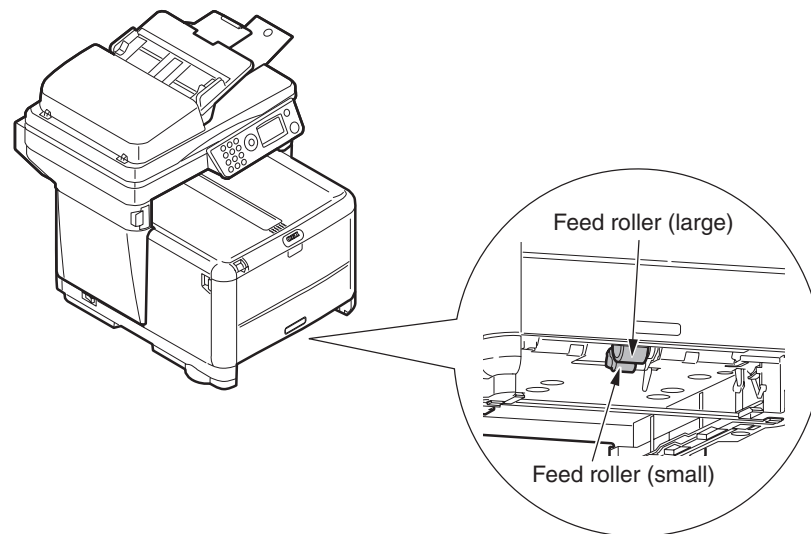
If there appear vertical lines on the printing side, please clean the pick-up roller.

Note! In order not to cause damage to the surface of roller, please use soft cloths to clean it.

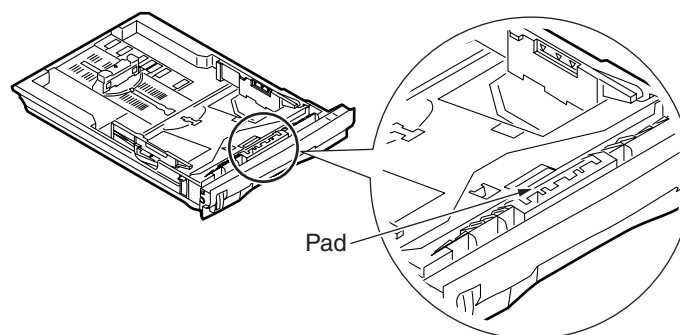
CLEANING PAPER FEEDING ROLLER AND PAD

If [391: paper jam] happens frequently, please clean your paper feeding roller and pad.

- (1) Draw out the paper cassette.
- (2) Get the cloths wet and wring it out. Then use the cloths to wipe paper feeding roller (large) and paper feeding roller (small).



- (3) Get the cloths wet and wring it out. Then use the cloths to wipe the pad part of paper cassette.

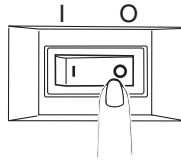


6.5 Cleaning the inside of the MFP

CLEANING THE INSIDE OF THE MFP

According to printing patterns, the metal shaft between fuser and cyan image drum cartridge may be stained with toner. If this happens, please clean your printer.

- (1) Switch off the power supply.

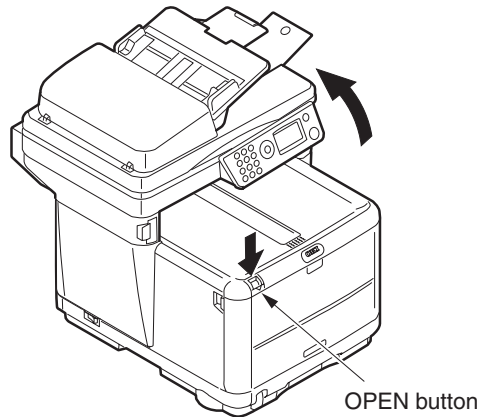


- (2) Lift the scanner.

- (3) Press OPEN button and open the top cover.

 Caution	Personal injuries may occur.	
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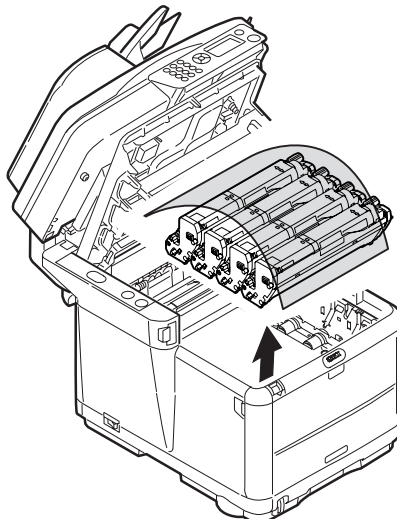
The fuser unit is extremely hot. Do not touch it.



- (4) Take out the image drum cartridge.

1. Take out the 4 image drum cartridges and put them on a flat surface.
2. Cover the 4 image drum cartridges with black paper.

- Note!**
- The image drum (the green cylinder) is very easy to be damaged, please be careful when handling it.
 - Don't put the image drum cartridges in direct sunlight or strong light (above 1500 lux). And don't put them in indoor lighting condition for more than 5 minutes.

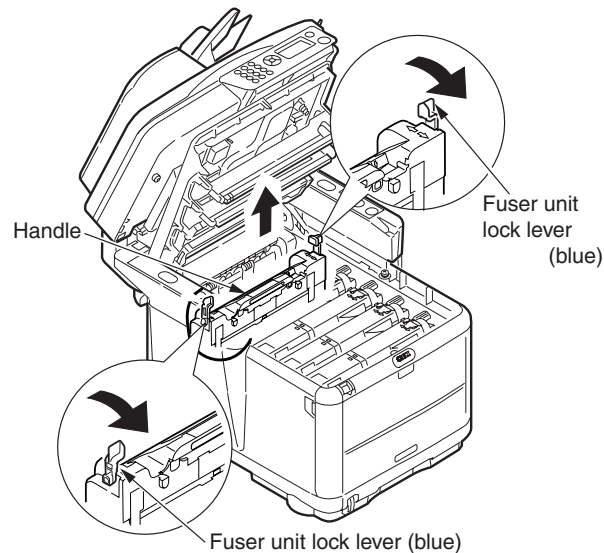


- (5) Take out the fuser unit.

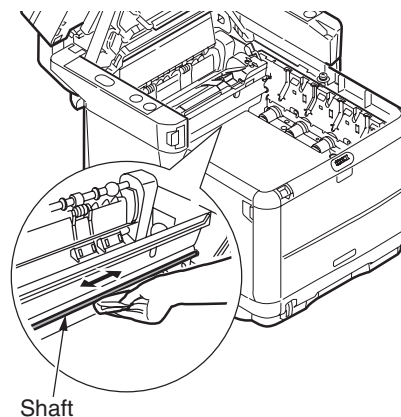
 Caution	Personal injuries may occur.	
--	------------------------------	---

The fuser unit is extremely hot. Be careful not to touch it. If the fuser unit is hot, do not try yourself to clear paper but wait until the fuser unit becomes cool.

1. Pull the 2 blue lock levers of the fuser unit in the direction of the arrows.
2. Hold the handle of the fuser unit and take it out.



- (6) Use soft cloths or tissue paper to wipe the metal shaft.



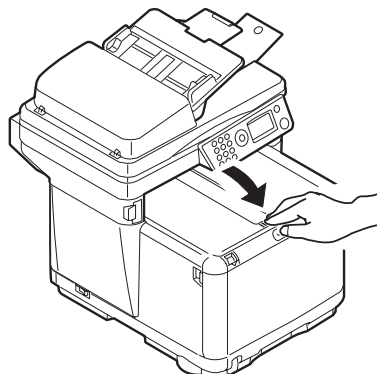
- (7) Set the fuser unit.

For more detailed information, please refer to the Users' Manual Setup part, [Change the fuser unit].

- (8) Gently put the 4 image drum cartridges back into your MFP.

- (9) Close the top cover.

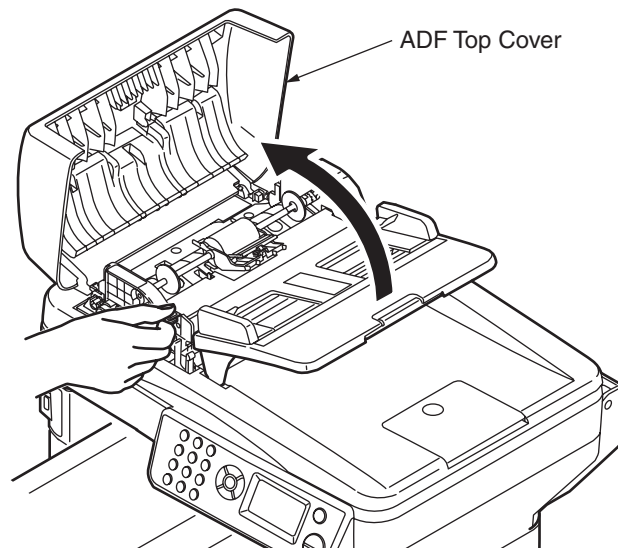
- (10) Lower the scanner.



6.6 Cleaning the paper path in the ADF

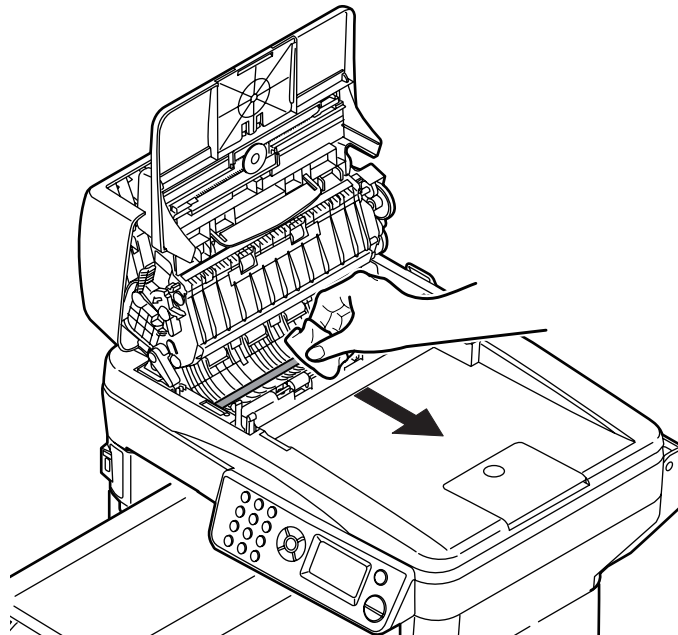
When dirt is found on an image read by the ADF.

- (1) Turn off the power of MFP.
- (2) Open the ADF Top cover.
- (3) Pinch the ADF lock lever and turn the Kernel Assy up until it is locked.



- (4) Using a soft cloth, remove dirt with a sweeping action to the direction of the arrow.

Caution! Do not use benzine, thinner and alcohol.



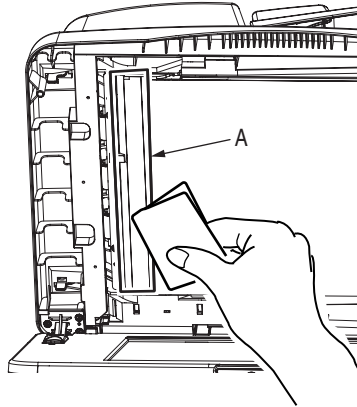
- (5) Get back the Kernel Assy to the initial position.
- (6) Close the ADF Top Cover.

6.7 Cleaning the underside of the ADF

When dirt is found on an image read by the ADF.

- (1) Open the ADF Doc Lid.
- (2) Wipe the A part (transparent) to remove dirt with a soft cloth.

Caution! Do not use benzin, thinner and alcohol.



- (3) Close the ADF Doc Lid.

6.8 Cleaning the Flatbed glass.

When dirt is found on an image read by the Flatbed glass.

- (1) Open the ADF Doc Lid.
- (2) Wipe the Flatbed glass to remove dirt with a soft cloth.

Caution! Do not use benzin, thinner and alcohol.



- (3) Close the ADF Doc Lid.

7. TROUBLESHOOTING PROCEDURES

7.1 Precautions prior to repair

- (1) Confirm the basic check items indicated in the User's Manual.
- (2) Through hearing from the user, obtain information, as far in detail as possible, on the situation concerning the fault.
- (3) Inspect the printer in a condition close to the actual situation in which the fault occurred.

7.2 Items to be checked prior to taking action on abnormal images

- (1) Check to see if the printer is operated in an adequate environment.
- (2) Check to see if the consumables (toner, drum cartridges) are replaced properly.
- (3) Check to see if the right paper is used. See the paper specifications.
- (4) Check to see if the drum cartridges are installed properly.

7.3 Precautions when taking action on abnormal images

- (1) Do not bring your hand or any object in contact with the surface of the OPC drum.
- (2) Do not expose the OPC drum to direct sun.
- (3) Do not touch the fuser unit, which can be very hot.
- (4) Do not expose the image drums to light for over five minutes at the room temperature.

7.4 Preparations for troubleshooting

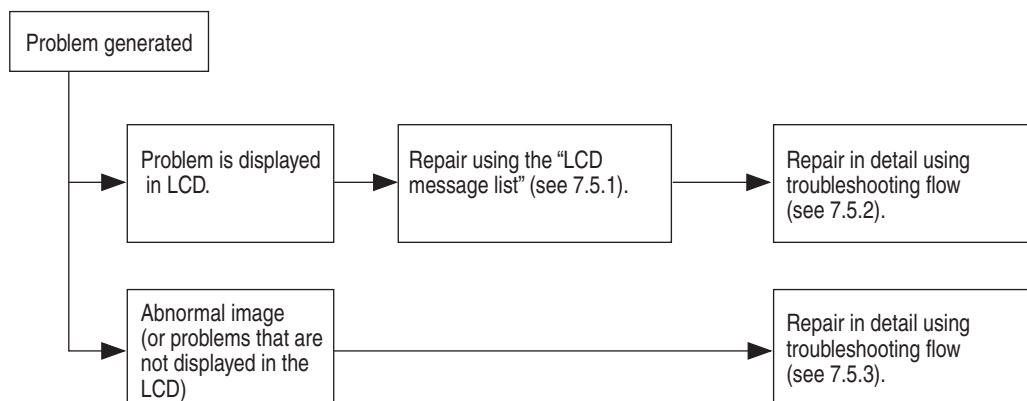
(1) Display of LCD

The breakdown situation of this machine is display in LCD.

Do an appropriate trouble repair based on information displayed in LCD.

7.5 Troubleshooting method

If a trouble occurs in the printer, search for it by the following procedure:



7.5.1 LCD Message List

(1) Status. Warning. Alarm

(1)-(a) Status during idle mode

The Staus Warning Alarm list is recorded in table 7-1-1.

Table 7-1-1 Staus Warning Alarm list

No.	Level	Function	Status Message	PJLStatus Code
1	Initializing	This message appears immediately after power is turned on and before the CU firmware starts up.	1 Initializing 2 3 4 5	-
2	Initializing	The controller is being initialized. "OKI PRINTING SOLUTIONS" Logo is displayed.	1 "OKI PRINTING SOLUTION" 2 Bitmap Image 3 4 5	-
3	Initializing	The controller's EEPROM is being reset. The EEPROM is reset under one of the conditions below. • Change of CU ROM (CU firmware version is detected unmatched) • Change of destination • Forced initialization of EEPROM (system maintenance menu) • OEM set by PJL command	1 EEPROM Reset 2 3 4 5	-
4	Initializing	RAM check is in progress. The number (nnn) in Line 2 represents the percentage of checked capacity against the total capacity.	1 RAM Check 2 nnn% 3 4 5	-
5	Initializing	The PU firmware is starting up in Loader mode. This error may occur in a user environment. In that case, the printer requires servicing by an engineer (equivalent to S/C).	1 PU Flash Error 2 3 4 5	-
6	Initializing	Communications with PU firmware has failed. This error may occur in a user environment. In that case, the printer needs servicing by an engineer (equivalent to S/C).	1 Communication Error 2 3 4 5	-
7	Initializing	The printer has started up in always online mode. When it's started up in this mode, if an error occurs after it has entered online state (ready), the printer processes data (job) from an external device (host). On the panel, an error or a warning is displayed. To enter this mode, turn on power while holding down Right, Left, and Down keys. This key combination is not disclosed to users, this status does not occur in a user environment.	1 Status Mode 2 3 4 5	-

No.	Level	Function	Status Message	PJLStatus Code
8	Initializing	Network initializing is in progress.	1 Wait a Moment 2 Network Initializing 3 4 5	30993
9	Normal	This prompts the user to enter a PIN ID.	1 Enter PIN 2  3 4 5	-
10	Normal	This prompts the user to enter an Admin Password. This appears when moving to the Admin/Boot Menu. After the message is displayed for 3 sec., the Screen Entry screen appears.	1 Enter Password 2 3 4 5	-
11	Normal	Automatic color registration correction is in progress.	1 2 Adjusting Color 3 4 5	10058
12	Normal	The printer has entered power save mode. When it has entered power save mode, the LCD backlight goes out. When it has exited the mode, the backlight lights up. If a button is pressed while the backlight is off (in power save mode), the backlight lights up and goes out 30 sec. later, but the printer doesn't exit power save mode. The backlight stays on during shutdown.	1 Power Save 2 3 4 5	10094
13	Normal	Access Control function has been enabled.	1 Access Control 2 Enabled 3 4 5	10843
14	Normal	Access Control function has been disabled.	1 Access Control 2 Disabled 3 4 5	10844
15	Normal	Document is being discharged.	1 2 Wait a Moment 3 Removing Document 4 5	10848
16	Warning	The life of the image drum is nearing its end. The printer can print until Image Drum Life error occurs. %COLOR% Yellow Magenta Cyan Black	1 2 %COLOR% Image Drum Near 3 Life 4 5 Press Start Button	10076(K) 10077(Y) 10078(M) 10079 (C)
17	Warning	The life of the transfer belt has expired (warning). It is only a warning (not a life error). This status message appears if a cover is opened and closed after the transfer belt life error has occurred.	1 2 Change Belt Unit 3 4 5 Press Start Button	10080

No.	Level	Function	Status Message	PJLStatus Code
18	Warning	The toner is running low. This message appears when "Low Toner = Continue" is selected. %COLOR% Yellow Magenta Cyan Black	1 2 %COLOR% Toner Low 3 4 5 Press Start Button	10081(K) 10082(Y) 10083(M) 10084(C)
19	Warning	The life of the fuser has expired (warning). It is only a warning (not a life error). This status message appears if a cover is opened and closed after the fuser life error has occurred.	1 2 Change Fuser Unit 3 4 5 Press Start Button	10091
20	Warning	Indicates the toner cartridge is not for use in the printer. %COLOR% Yellow Magenta Cyan Black	1 2 Non OEM %COLOR% Toner 3 Detected 4 5 Press Start Button	10924(K) 10925(Y) 10926(M) 10927(C)
21	Warning	The toner cartridge is set in place but RFID is not detected. This status is only a warning. %COLOR% Yellow Magenta Cyan Black	1 2 Incompatible Toner 3 %COLOR% 4 5 Press Start Button	10939 (Y) 10940 (M) 10941 (C) 10938 (K)
22	Warning	Indicates the toner cartridge is not for use in the printer. %COLOR% Yellow Magenta Cyan Black	1 2 Non Genuine %COLOR% Toner 3 4 5 Press Start Button	10950(K) 10951(Y) 10952(M) 10953(C)
23	Warning	Indicates the toner cartridge is not for use in the printer. %COLOR% Yellow Magenta Cyan Black	1 2 %COLOR% Toner Regional 3 Mismatch 4 5 Press Start Button	10954(K) 10955(Y) 10956(M) 10957(C)
24	Warning	This warning appears when a cover is opened and closed or power is turned off and on after Waste Toner Full error has occurred. (It doesn't occur for Black.) It is displayed in combination with another message shown in Line 1. While this message is on, every time about 50 sheets have been printed, the waste toner full error occurs and the printer goes offline. %COLOR% Yellow Magenta Cyan	1 2 %COLOR% Waste Toner Full. 3 Replace Toner 4 5 Press Start Button	10959(Y) 10960(M) 10961(C)

No.	Level	Function	Status Message	PJLStatus Code
25	Warning	The toner cartridge is empty. This status (warning) occurs when a cover is opened and closed to reset after a Toner Empty error has occurred. %COLOR% Yellow Magenta Cyan Black	1 2 %COLOR% Toner Empty 3 4 5 Press Start Button	10965(K) 10966(Y) 10967(M) 10968(C)
26	Warning	The life of the image drum has expired. This status (warning) occurs when a cover is opened and closed to reset after an Image Drum Life error has occurred. %COLOR% Yellow Magenta Cyan Black	1 2 %COLOR% Image Drum Life 3 4 5 Press Start Button	10969(K) 10970(Y) 10971(M) 10972(C)
27	Warning	The life of the transfer belt is nearing its end. It is only a warning and it doesn't stop printing.	1 2 Belt Unit Near Life 3 4 5 Press Start Button	10978
28	Warning	The life of the fuser is nearing its end.	1 2 Fuser Unit Near Life 3 4 5 Press Start Button	10979
29	Warning	Automatic density correction is in progress.	1 2 Adjusting Density 3 4 5	10994 10988
30	Warning	The displayed paper tray is empty. This is treated as a warning until the empty tray is selected for printing. %TRAY% Tray1	1 2 %TRAY% Empty 3 4 5 Press Start Button	16012
31	Warning	No Speed Dial or Group Dial is registered in Phone Book.	1 Phone Book 2 Empty 3 4 5	30944
32	Warning	No e-mail address is registered in Address Book.	1 Address Book 2 Empty 3 4 5	30945
33	Warning	A file system error has occurred. All operations are possible unless they use a file system. nnn refers to the type of error (for details, see the troubleshooting table below).	1 2 File System Operation Failed <nnn> 3 4 5 Press Start Button	32000 { 32025

No.	Level	Function	Status Message	PJLStatus Code
34	Warning	An error has occurred during PU firmware updating. (PU firmware updating is not made available to users. Therefore, this status doesn't occur in a user environment. *** represents the following. PU PU SUB-CPU	1 2 *** Flash Error 3 4 5	40978
35	Error	The controller unit is being rebooted. %CODE% is a one-digit decimal number that indicates cause of the rebooting. %CODE% 0 ... Any cause other than the following 1 ... Rebooting by PJL command 2 ... Change in menu 3 ... Rebooting by quit operator in PostScript language 4 ... Rebooting by Network utility (including Web)	1 Wait a Moment 2 Rebooting <%CODE%> 3 4 5	-
36	Error	The 732MFP is shutting down. The shutdown process starts upon completion of the printer initializing process.	1 Shutting down 2 3 4 5	-
37	Error	The printer has completed the shutdown process. (The LCD backlight goes out.)	1 Turn off power 2 Shutdown OK 3 4 5	-
38	Error	The entered PIN ID is invalid.	1 Incorrect ID 2 3 4 5	-
39	Error	The entered password is invalid. This appears when moving to Admin/Boot Menu.	1 Incorrect Password 2 3 4 5	-
40	Error	The toner is running low. %COLOR% Yellow Magenta Cyan Black	1 2 %COLOR% Toner Low 3 4 5 Press Start Button	10081(K) 10082(Y) 10083(M) 10084(C)
41	Error	Paper jam has occurred while paper was fed from Manual Feed tray.	1 2 Check Manual Feeder 3 Paper Jam 4 5	40077
42	Error	Paper jam has occurred while paper was fed from a tray. %TRAY% Tray1	1 2 Open Front Cover 3 Paper Jam 4 %TRAY% 5	40077

No.	Level	Function	Status Message	PJLStatus Code
43	Error	This notifies the user that the wrong size of paper was fed from a tray. Check the paper in the tray or check for double sheet feeding. When a cover is opened and closed, the printer performs error recovery and resumes printing.	1 2 Open Front Cover 3 Paper Size Error 4 5	30034
44	Error	The memory has overloaded. Pressing the Start button enables the user to continue the operation. Increase the RAM or reduce the size of the data. This occurs for one of the reasons below. - Too much print data in one page - Too much macro data - Too much DLL data - Frame buffer overload after compression	1 2 Press Start Button for Restoration 3 4 Memory Overflow 5	30097
45	Error	Network setting have been update and initializing is in progress. Initializing after change in network settings	1 2 Wait a Moment 3 Network Initializing 4 5	30956
46	Error	Scanner unit configuration (PnP process) is in progress.	1 2 Wait a Moment 3 Checking Scanner 4 5	30958
47	Error	A cover is open. %COVER% Top Cover Front Cover	1 2 Close Cover 3 %COVER% 4 5	40021 40991
48	Error	The toner has run out. It changes to warning status when a cover is opened and closed. %COLOR% Yellow Magenta Cyan Black Pressing Start button displays the function select screen.	1 2 Install Toner 3 %COLOR% 4 Continue 5 Press Start Button	40028(K) 40029(Y) 40030(M) 40031(C)
49	Error	The belt is not set in place.	1 2 Check Belt Unit 3 4 5	40037
50	Error	A paper jam has occurred in the paper path.	1 2 Open Top Cover 3 Paper Jam 4 5	40078 40079
51	Error	The scanner is not connected. When the power is cycled, the printer searches for the scanner unit again. Pressing the Start button displays the function select screen.	1 2 Power Off/On 3 Check Scanner 4 Detection Failed 5	40724

No.	Level	Function	Status Message	PJLStatus Code
52	Error	A scanner fan error has occurred.	1 2 Power Off/On 3 Scanner Fan Error 4 5	40746
53	Error	Scanner firmware download has failed. This error message is displayed until power is turned on again.	1 Power Off/On 2 Scanner Firmware Download Error 3 4 5	40755
54	Error	The sensor cannot detect the ADF center position correctly when power is turned on. This error occurs when power is turned on with a document left on the flat bed. Remove the document from the flat bed and press the Start button to reset.	1 ADF Center Position Error 2 Please remove a document from Flatbed 3 4 Press Start Button 5	40760
55	Error	Container transmission/receiving has failed. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Line Error 4 %TIMING%, %CODE% 5	40768
56	Error	Scanner communications error: Data was sent to the scanner with the container length or additional data length specified larger or smaller than the data container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Invalid Data Length 4 %TIMING%, %CODE% 5	40769
57	Error	Scanner communications error: Data was sent to the scanner with the container length specified larger or smaller than the command container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Invalid Command Length 4 5 %TIMING%, %CODE%	40770

No.	Level	Function	Status Message	PJLStatus Code
58	Error	Scanner communications error: Data was sent to the scanner with invalid data specified in the data container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Invalid Data 4 %TIMING%, %CODE% 5	40771
59	Error	Scanner communications error: Data was sent to the scanner with invalid parameters specified in the command container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Invalid Parameter 4 %TIMING%, %CODE% 5	40772
60	Error	Scanner communications error: Invalid container length, protocol type, container type, or additional data was sent to the scanner. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Invalid Value 4 %TIMING%, %CODE% 5	40773
61	Error	Scanner communications error: Invalid command was sent to the scanner. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 2 Power Off/On 3 Scanner Invalid Command 4 %TIMING%, %CODE% 5	40774
62	Error	Lamp error has occurred.	1 2 Power Off/On 3 Scanner Lamp Error 4 5	40779
63	Error	Home sensor error has occurred.	1 2 Power Off/On 3 Scanner Home Sensor Error 4 5	40780
64	Error	Sensor error has occurred.	1 2 Power Off/On 3 Scanner Sensor Error 4 5	40781

No.	Level	Function	Status Message	PJLStatus Code
65	Error	Scanner internal error has occurred.	1 2 Power Off/On 3 Scanner Unit Error 4 5	40782
66	Error	Scanner RAM check error has occurred.	1 2 Power Off/On 3 Scanner RAM Error 4 5	40784
67	Error	Scanner controller error has occurred.	1 2 Power Off/On 3 Scanner Controller Error 4 5	40785
68	Error	Home position error has occurred.	1 2 Power Off/On 3 Home Position Error 4 5	40786
69	Error	The lock for CCD transport is on.	1 2 Power Off/On 3 Check Sensor Lock Switch 4 Scanner Sensor Locked 5 Press Left Key	40787
70	Error	ADF jam occurred while the printer was reading a document. Paper jam or misfeed occurred while the ADF was feeding a document.	1 2 Open ADF Cover 3 ADF Document Jam 4 5	40789
71	Error	A timeout occurred during busy status monitoring of the scanner unit. %n% in the LCD message and "x" at the end of PJL Status Code represent the information below. 0: ReadData size=0 1: Waiting for ReadData PageOut 2: Canceling in progress 3: PowerSave restoration in progress 4: Black Mark detection in progress 5: ADF forced discharge in progress	1 2 Power Off/On 3 Scanner Timeout Error %n% 4 5	4079x
72	Error	The toner cartridge is set in place but RFID is not detected. %COLOR% Yellow Magenta Cyan Black Pressing the Start button displays the function select screen.	1 2 Incompatible Toner 3 %COLOR% 4 5	40902(K) 40903(Y) 40904(M) 40905(C)

No.	Level	Function	Status Message	PJLStatus Code
73	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 2 Incompatible Toner 3 %COLOR% 4 5	40906(K) 40907(Y) 40908(M) 40909 C)
74	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 2 Incompatible Toner 3 %COLOR% 4 5	40910(K) 40911(Y) 40912(M) 40913 C)
75	Error	A new toner cartridge has been installed but the printer doesn't detect toner full. %COLOR% Yellow Magenta Cyan Black	1 2 Check Toner Cartridge 3 %COLOR% 4 Install New Toner 5	40914 K) 40915 Y) 40916 M) 40917 C)
76	Error	This notifies expiration of the life of the image drum (alarm). This message is replaced until the image drum is replaced. %COLOR% Yellow Magenta Cyan Black Pressing the Start button displays the function select screen.	1 2 Install New Image Drum 3 Image Drum Life 4 %COLOR% 5 Press Start Button	40936 K) 40937 Y) 40938 M) 40939 C)
77	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black Pressing the Start button displays the function select screen.	1 2 Non Genuine Toner 3 %COLOR% 4 5	40943(K) 40944(Y) 40945(M) 40946(C)
78	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 2 Toner Regional Mismatch 3 %COLOR% 4 5	40947(K) 40948(Y) 40949(M) 40950(C)

No.	Level	Function	Status Message	PJLStatus Code
79	Error	%COLOR% waste toner is full and toner needs replacement. %COLOR% Yellow Magenta Cyan (This doesn't occur in case of Black toner.) When a cover is opened and closed, the status changes to a warning, enabling printing up to about 50 sheets. Pressing the Start button displays the function select screen.	1 2 Replace Toner 3 %COLOR% Waste Toner Full 4 Continue 5 Press Start Button	40956(Y) 40957(M) 40958(C)
80	Error	One of the following has occurred. •The toner sensor has detected a problem. •No toner cartridge is installed. •The toner cartridge lever is left unlocked. •The image drum is not set in place. This status appears only in Factory mode. If this error is detected in Shipping mode, it is displayed as a warning. %COLOR% Yellow Magenta Cyan Black	1 2 Check Toner Cartridge 3 %COLOR% 4 Toner Sensor Error 5	40959(K) 40960(Y) 40961(M) 40962 C)
81	Error	Waste toner is full. When a cover is opened and closed, the status changes to a warning once. A further error occurs after printing 500 sheets. Pressing the Start button enables moving to the function select screen.	1 2 Replace Belt 3 Belt Unit Life 4 Continue 5 Press Start Button	40964
82	Error	It notifies expiration of the life of the transfer belt. The counter shows that the belt has reached the end of its life. Printing is interrupted. When a cover is opened and closed, the status changes to a warning. Pressing the Start button displays the function select screen.	1 2 Install New Belt Unit 3 Belt Unit Life 4 Continue 5 Press Start Button	40970
83	Error	This notifies expiration of the life of the fuser. The counter shows that the fuser has reached the end of its life. Printing is interrupted. When a cover is opened and closed, the status changes to a warning. Pressing the Start button displays the function select screen.	1 2 Install New Fuser Unit 3 Fuser Unit Life 4 Continue 5 Press Start Button	40971
84	Error	Paper jam has occurred in the paper path.	1 2 Open Front Cover 3 Paper Jam 4 5	40981 40982
85	Error	The fuser is not set in place.	1 2 Check Fuser Unit 3 4 5	40992

No.	Level	Function	Status Message	PJLStatus Code
86	Error	This notifies expiration of the life of the image drum (alarm). When a cover is opened and closed, the status changes to a warning. %COLOR% Yellow Magenta Cyan Black Pressing the Start button displays the function select screen.	1 2 Install New Image Drum 3 Image Drum Life 4 %COLOR% 5 Press Start Button	40996 K) 40997 Y) 40998 M) 40999 C)
87	Error	A print request is made for a tray that is empty. This prompts the user to load paper in the tray. (It takes a few moments for this status to clear and the lever to rise after the tray is closed.) The unit of paper size in custom mode shall be the specified unit for display in the menu, unless otherwise specified by the driver. When specified by the driver, the unit specified by the driver is used for display.	1 2 Install Paper 3 %TRAY% 4 %MEDIA_SIZE% 5	47xyy
88	Error	The media type of the tray does not match the print data, or the tray paper size or the paper size and media type do not match the print data. This prompts the user to load paper in the tray. (It takes a few moments for this status to clear and the lever to rise after the tray is closed.) %TRAY% Tray1 The unit of paper size in custom mode shall be the specified unit for display (menu setting) for Manual Feeder, unless otherwise specified by the driver. When specified by the driver, the unit specified by the driver is used for display. In custom mode, paper size is displayed as "<width> x <length> <unit>." ex.) 210 x 297 mm 8.5 x 11.0 inch When the Start button is pressed, the printer ignores the error and continues printing for this job only.	1 2 Change Paper in %TRAY% 3 %MEDIA_SIZE% 4 %MEDIA_TYPE% 5 Press Start Button	48xyy
89	Fatal	Condensation error (the display message is different but it is treated as a service call error.) * Fatal error indication is not available in other languages.	1 Power Off and Wait for a while 2 126:Condensing Error 3 4 5	-
90	Fatal	A fatal error has occurred. For details, see "Service Calls List." * Fatal error indication is not available in other languages.	1 Power Off/On 2 nnn:Fatal Error 3 4 5	-
91	Fatal	A fatal error has occurred. For details, see "Service Calls List." * Fatal error indication is not available in other languages.	1 Service Call 2 nnn:Fatal Error 3 4 5	-

No.	Level	Function	Status Message	PJLStatus Code
92	Fatal	A fatal error has occurred. For details, see "Service Calls List." "***" represents detail of the error. * Fatal error indication is not available in other languages.	1 Service Call 2 nnn:Fatal Error * 3 4 5	-
93	Fatal	A fatal error has occurred. For details, see "Service Calls List." "nnnnnnnn" represents details of the error. * Fatal error indication is not available in other languages.	1 Power Off/On 2 nnn:Fatal Error 3 nnnnnnnn 4 nnnnnnnn 5 nnnnnnnn	-
94	Fatal	Downloading of Media table to the PU has failed (relating to CustomMediaType). * Fatal error indication is not available in other languages.	1 Power Off/On 2 209:Download Error 3 4 5	-

(1)-(b) Status during execution of functions

No.	Level	Function	Status Message	PJLStatus Code
1	Initializing	The printer is erasing the flash memory. The memory is not erased unless a clear instruction, e.g., PJL command, is given. The PJL command for erasing flash memory is not disclosed to users. Therefore, this status doesn't occur in a user environment.	1 Flash Memory Erase 2 3 4 5	-
2	Initializing	The network is in initializing	1 Print 2 Wait a Moment 3 Network Initializing 4 5	30993
3	Normal	The printer is waiting for the user to execute the function. When the Start key is pressed, Push Scan begins.	1 PC 2 Set Doc. and Press Start Button 3 4 5	-
4	Normal	Displays that connecting to PC.	1 PC 2 Connecting PC 3 4 5	
5	Normal	If the specified file name exists on USB Memory, three choices are displayed on a screen. %IMAGEFILE% represents the name of the file the image is saved to.	1 %IMAGEFILE% 2 Save File? 3 OK 4 Rename 5 Cancel	
6	Normal	The printer is warming up.	1 Print 2 3 Adjusting Temp 4 5	10003
7	Normal	(1) As the printer has been instructed to cancel the job, it is receiving and discarding data until the end of the job. (2) A paper jam has occurred while jam recovery function is off. As the printer has been instructed to cancel the job, it is receiving and discarding data until the end of the job. (3) The printer is canceling an unauthorized print job (relating to JobAccount). 1. Received a job from a user not authorized to print. 2. Received a color print job from a user not authorized to do color printing. (4) The printer is canceling the job as the log storage area is full and because the action in case of log full is set to "cancel the job" (relating to JobAccount).	1 Print 2 Canceling 3 4 5	10007
8	Normal	The printer is printing out a menu map.	1 Print 2 Print Configuration 3 4 5	10014

No.	Level	Function	Status Message	PJLStatus Code
9	Normal	The printer is printing out a demo page.	1 Print 2 Print Demo Page 3 4 5	10017
10	Normal	The printer is receiving data or performing output processing.	1 (Function name) 2 Processing 3 4 5	10023
11	Normal	Automatic color registration correction is in progress.	1 Print 2 3 Color Adjusting 4 5	10058
12	Normal	The printer is receiving data and processing hasn't started yet. This message appears during PJL processing without printing text data or job spooling.	1 Print 2 Data Arrive 3 4 5	10061
13	Normal	Data to print remains in the buffer. The printer is awaiting further instructions.	1 Print 2 Data Present 3 4 5	10096
14	Normal	The printer is printing.	1 Print 2 Printing 3 4 5	10098
15	Normal	The printer is printing in collation mode. iii represents the number of copies printed. jjj represents the total number of copies to print.	1 Print 2 3 4 Collate Copy iii/jjj 5	10099
16	Normal	Registration of Copy was Completed. (Only on MC360/350)	1 Copy 2 Activated 3 4 5	10774
17	Normal	Registration of Email was Completed. (Only on MC360/350)	1 Email 2 Activated 3 4 5	10775
18	Normal	Fax transmission is connecting. (Manual Tx, Only on MC360/350)	1 Fax 2 Manual Tx Start 3 4 5	10813

No.	Level	Function	Status Message	PJLStatus Code
19	Normal	Processing Fax data sending. (Only on MC360/350)	1 Fax 2 Processing 3 4 5	10816
20	Normal	The printer is printing out a photocopy. kkk represents the number of copies printed. lll represents the total number of copies to print.	1 Print 2 3 4 Copy kkk/lll 5	10099
21	Normal	The printer is performing fax data receiving processing.	1 Fax 2 Processing 3 4 5	10832
22	Normal	Acceptance of fax transmission has been completed.	1 Fax 2 Activated 3 4 5	10833
23	Normal	Cancellation processing during data copy from RAM to FLASH complete.	1 Fax 2 Canceled 3 4 5	10834
24	Normal	Cancellation processing in progress during data copy from RAM to FLASH.	1 Fax 2 Canceling 3 4 5	10835
25	Normal	The printer is performing fax data transmission processing.	1 Fax 2 Processing 3 4 5	10836
26	Normal	The printer is waiting to send to the next destination during broadcasting. This message is displayed for 5 sec. and then a call to the next destination begins.	1 Fax 2 Wait a Moment 3 4 5	10842
27	Normal	The printer is connected to an LDAP server. nnnnnnnnnn represents the LDAP server name or IP address.	1 LDAP 2 Connecting to LDAP Server 3 4 5 nnnnnnnnnn	10845
28	Normal	The external phone has been unhooked while the line was busy. Pressing the Start button starts manual fax reception. When the phone is put back on the hook, the display returns to the one before this message was displayed.	1 Telephone 2 3 4 Fax Receiving 5 Press Start Button	10847

No.	Level	Function	Status Message	PJLStatus Code
29	Normal	Fax reception has been completed successfully. Page: ## represents the number of pages received. nnnnnnnnnn represents the sender's fax number.	1 Fax 2 Receiving OK 3 4 Page: ## 5 nnnnnnnnnn	10849
30	Normal	The printer is receiving a fax. Page: ## represents the number of pages received. nnnnnnnnnn represents the sender's fax number.	1 Fax 2 Receiving 3 4 Page: ## 5 nnnnnnnnnn	10850
31	Normal	Fax receiving has started.	1 Fax 2 Receiving Start 3 4 5	10851
32	Normal	Fax transmission has been canceled.	1 (Function name) 2 Sending Canceled 3 4 5	10852
33	Normal	Telephone call has been canceled. This message appears when the Stop button is pressed during a call.	1 (Function name) 2 Calling Canceled 3 4 5	10853
34	Normal	Fax transmission has been completed. Page: ## represents the total number of pages sent out. nnnnnnnnnn represents the destination fax number.	1 (Function name) 2 Sending OK 3 4 Page: ## 5 nnnnnnnnnn	10854
35	Normal	The printer is transmitting a fax. Page: ## represents the number of pages sent out. nnnnnnnnnn represents the destination fax number.	1 (Function name) 2 Sending 3 4 Page: ## 5 nnnnnnnnnn	10855
36	Normal	The printer is making a call. nnnnnnnnnn represents the destination fax number.	1 (Function name) 2 Calling 3 4 5 nnnnnnnnnn	10856
37	Normal	Scanning has been completed.	1 Fax 2 Scanning OK 3 4 5	10857
38	Normal	The printer is requesting the filename to write into the USB memory. Pressing the Start button starts scanning. Pressing the Stop button returns the display from Scan to Memory standby. %IMAGEFILE% represents the name of the file the image is saved to.	1 File Name 2 %IMAGEFILE% 3 OK 4 Cancel 5	10858

No.	Level	Function	Status Message	PJLStatus Code
39	Normal	Upon completion of scanning, the printer writes the image file into the USB memory. %IMAGEFILE% represents the name of the file the image is saved to.	1 USB Memory 2 Saving 3 USB Memory is Active 4 %IMAGEFILE% 5 Don't Remove USB Memory	10859
40	Normal	Cancellation processing of a scan job has been completed.	1 USB Memory 2 Scan Canceled 3 4 5 USB Memory is Removal	10860
41	Normal	Cancellation processing of a scan job has been completed.	1 Fax 2 Scan Canceled 3 4 5	10860
42	Normal	This message appears when the Stop button is pressed during scanning.	1 USB Memory 2 Scan Canceling 3 USB Memory is Active 4 5 Don't Remove USB Memory	10861
43	Normal	This message appears when the Stop button is pressed during scanning.	1 Fax 2 Scan Canceling 3 4 5	10861
44	Normal	Saving of a scanned image file has been completed. This notifies the user that the USB memory is now removable. %IMAGEFILE% represents the name of the file the image is saved to.	1 USB Memory 2 File Saved Correctly 3 %IMAGEFILE% 4 5 USB Memory is Removal	10862
45	Normal	The printer is scanning. ## represents the number of pages scanned.	1 USB Memory 2 Scanning 3 USB Memory is Active 4 Page: ## 5 Don't Remove USB Memory	10863
46	Normal	The printer is scanning. ## represents the number of pages scanned.	1 (Function name) 2 Scanning 3 4 Page: ## 5	10863
47	Normal	File transmission has been canceled. Upon completion of cancellation processing, the printer enters idle mode.	1 Network PC 2 Sending Canceled 3 4 5	10864
48	Normal	File transmission is being canceled. This message appears when the Stop button is pressed during file transmission (when connected to a server).	1 Network PC 2 Sending Canceling 3 4 5	10865

No.	Level	Function	Status Message	PJLStatus Code
49	Normal	Connection to a file server has been canceled.	1 Network PC 2 Connection Canceled 3 4 5	10866
50	Normal	File transmission has been completed. nnnnnnnnnn represents the file server address or IP address.	1 Network PC 2 Sending OK 3 4 5 nnnnnnnnnn	10867
51	Normal	The printer is sending a file. ## represents the number of pages loaded. nnnnnnnnnn represents the file server address or IP address.	1 Network PC 2 Sending 3 4 Page: ## 5 nnnnnnnnnn	10868
52	Normal	The printer is connected to a file server. nnnnnnnnnn represents the file server name or IP address.	1 Network PC 2 Connecting to Server 3 4 5 nnnnnnnnnn	10869
53	Normal	This prompts the user to select whether to continue or complete the E-mail transmission. This is available only when Job Build is on.	1 (Function name) 2 Continue 3 Set Doc. and Press Start Button 4 Complete 5 Press Enter Key	10870
54	Normal	Search on an LDAP server has been canceled. The Stop button has been pressed during an address search.	1 LDAP 2 Canceled Address Search 3 4 5	10872
55	Normal	Address search on an LDAP server is in progress.	1 LDAP 2 Searching Addresses 3 4 5	10873
56	Normal	E-mail transmission has been canceled.	1 Email 2 Sending Canceled 3 4 5	10874
57	Normal	E-mail transmission has been canceled. This message appears when the Stop button is pressed during e-mail transmission (when connected to a server).	1 Email 2 Sending Canceling 3 4 5	10875
58	Normal	Connection to a mail server has been canceled.	1 Email 2 Connection Canceled 3 4 5	10876

No.	Level	Function	Status Message	PJLStatus Code
59	Normal	E-mail transmission has been completed. nnnnnnnnnn represents the mail server name or IP address.	1 Email 2 Sending OK 3 4 5 nnnnnnnnnn	10877
60	Normal	The printer is sending an e-mail. ## represents the number of pages loaded. nnnnnnnnnn represents the mail server name or IP address.	1 Email 2 Sending 3 4 Page: ## 5 nnnnnnnnnn	10878
61	Normal	The printer is connected to a mail server. nnnnnnnnnn represents the mail server name or IP address.	1 Email 2 Connecting to Server 3 4 nnnnnnnnnn 5	10879
62	Normal	The printer is downloading the program data of the fax board firmware.	1 Fax Firmware Download 2 3 4 5	10880
63	Normal	The printer is downloading the program data of the scanner firmware.	1 Scanner Firmware Download 2 3 4 5	10881
64	Normal	The printer is printing out a Fax Activity report.	1 Print 2 Print Fax Activity Report 3 4 5	10888
65	Normal	The printer is printing out a Scan to Log report.	1 Print 2 Print Scan to Log 3 4 5	10889
66	Normal	The printer is printing out a Supplies Status report.	1 Print 2 Print Supplies Status 3 4 5	10890
67	Normal	The printer is printing out an MFP Statistics report.	1 Print 2 Print MFP Usage 3 4 5	10891
68	Normal	The scanner is warming up. When the Start button is pressed, warming up processing starts. Upon completion of warming up processing, scanning begins.	1 (Function name) 2 Wait a Moment 3 Warming Up 4 5	10892

No.	Level	Function	Status Message	PJLStatus Code
69	Normal	Cancellation of a photocopy job has been completed. Upon completion of cancellation processing, the printer enters idle mode.	1 Copy 2 Canceled 3 4 5	10893
70	Normal	Photocopying has been canceled. This message appears when the Stop button is pressed while photocopying is in progress.	1 Copy 2 Canceling 3 4 5	10894
71	Normal	Photocopying has been completed.	1 Copy 2 Copy OK 3 4 5	10895
72	Normal	Photocopying is in progress. ## represents the number of pages loaded.	1 Copy 2 Copying 3 4 Page: ## 5	10896
73	Normal	The printer is printing out the network configuration.	1 Print 2 Print Network Config 3 4 5	10942
74	Normal	Printing is suspended as the drum is too hot or the printer is on standby for cooling before changing to wider paper.	1 Print 2 3 Optimizing Temp 4 5	10963
75	Normal	The printer is accessing a file system .	1 Print 2 File Accessing 3 4 5	10993
76	Normal	Automatic density correction is in progress.	1 Print 2 3 Density Adjusting 4 5	10994
77	Normal	The USB memory is removed while Scan to USB Memory is executed or when the standby screen is on. If the USB memory is removed, saving of the image file is interrupted. After this message is displayed for 3 sec., the display returns to the Scan To function select screen.	1 USB Memory 2 USB Memory Disconnected 3 4 5	30941
78	Normal	The printer is downloading the program data of the PU firmware. Download of the PU firmware is not made available to users. Therefore, this status doesn't occur in a user environment.	1 Flash Download 2 3 4 5	40988

No.	Level	Function	Status Message	PJLStatus Code
79	Warning	This notifies the user that the log buffer is full and the job cannot be executed (relating to JobAccount). This occurs when the action in case of log full is set to "cancel the job" and the log storage area is full.	1 (Function name) 2 Unusable Operation 3 Log Buffer is Full 4 5 Press Left Key	-
80	Warning	The source address (Admin Setup – Scanner Setup – Email Setup – Default From) is not registered.	1 Email 2 Contact Admin. 3 Default From ID is Empty 4 5	-
81	Warning	The life of the image drum is nearing its end. The printer is able to print until Image Drum Life error occurs. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 %COLOR% Image Drum Near 4 Life 5	10076(K) 10077(Y) 10078(M) 10079(C)
82	Warning	The life of the transfer belt has expired (warning). It is only a warning (not a life error). This status message appears if a cover is opened and closed after the transfer belt life error has occurred.	1 (Function name) 2 3 Change Belt Unit 4 5	10080
83	Warning	The toner is running low. This message appears when "Low Toner = Continue" is selected. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 %COLOR% Toner Low 4 5	10081(K) 10082(Y) 10083(M) 10084(C)
84	Warning	The life of the fuser has expired (warning). It is only a warning (not a life error). This status message appears if a cover is opened and closed after the fuser life error has occurred.	1 (Function name) 2 3 Change Fuser Unit 4 5	10091
85	Warning	Invalid data was received. Press Stop Button and eliminate the warning.	1 PC Fax 2 Invalid Data 3 4 5 Press Stop Button	
86	Warning	This notifies the user that the log buffer is full and the job has been canceled (relating to JobAccount). The message stays on until the Stop button is pressed.	1 PC 2 Log Buffer is Full. Job Rejected 3 4 5 Press Stop Button	10828
87	Warning	This notifies the user that the log buffer is full and the job has been canceled (relating to JobAccount). The message stays on until the Stop button is pressed.	1 PC Fax 2 Log Buffer is Full. Job Rejected 3 4 5 Press Stop Button	10829

No.	Level	Function	Status Message	PJLStatus Code
88	Warning	This notifies the user that fax modem transmission is not permitted and the job has been canceled (relating to JobAccount). The message stays on until the Stop button is pressed.	1 PC Fax 2 Invalid ID. Job Rejected 3 4 5 Press Stop Button	10830
89	Warning	The result of search on an LDAP server has exceeded the upper limit (100 matches). Pressing the Start button displays the search results.	1 LDAP 2 Search Results Exceeded the Limit 3 4 Continue 5 Press Start Button	10871
90	Warning	Indicates the toner cartridge is not for use in the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 Non OEM %COLOR% Toner 4 Detected 5	10924(K) 10925(Y) 10926(M) 10927(C)
91	Warning	The toner cartridge is set in place but RFID is not detected. This status is only a warning. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 Incompatible Toner 4 %COLOR% 5	10939 (Y) 10940 (M) 10941 (C) 10938 (K)
92	Warning	Indicates the toner cartridge is not for use in the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 Non Genuine %COLOR% Toner 4 5	10950(K) 10951(Y) 10952(M) 10953(C)
93	Warning	Indicates the toner cartridge is not for use in the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 %COLOR% Toner Regional 4 Mismatch 5	10954(K) 10955(Y) 10956(M) 10957(C)
94	Warning	This warning appears when a cover is opened and closed or power is turned off and on after Waste Toner Full error has occurred. (It doesn't occur for Black.) It is displayed in combination with another message shown on line 1. While this message is on, every time 50 sheets have been printed, a waste toner full error occurs and the printer goes offline. %COLOR% Yellow Magenta Cyan	1 (Function name) 2 3 %COLOR% Waste Toner Full. 4 Replace Toner 5	10959(Y) 10960(M) 10961(C)
95	Warning	The toner cartridge is empty. This status (warning) occurs when a cover is opened and closed to reset after Toner Empty error has occurred. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 %COLOR% Toner Empty 4 5	10965(K) 10966(Y) 10967(M) 10968(C)

No.	Level	Function	Status Message	PJLStatus Code
96	Warning	The life of the image drum has expired. This status (warning) occurs when a cover is opened and closed to reset after an Image Drum Life error has occurred. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 %COLOR% Image Drum Life 4 5	10969(K) 10970(Y) 10971(M) 10972(C)
97	Warning	The life of the transfer belt is nearing its end. It is only a warning and it doesn't stop printing.	1 (Function name) 2 3 Belt Unit Near Life 4 5	10978
98	Warning	The life of the fuser is nearing its end.	1 (Function name) 2 3 Fuser Unit Near Life 4 5	10979
99	Warning	This notifies the user that printing is not permitted and the job has been canceled (relating to JobAccount). The message stays on until the Start button is pressed.	1 Print 2 Invalid ID. Job Rejected 3 4 5 Press Stop Button	10982
100	Warning	This notifies the user that the log buffer is full and the job has been canceled (relating to JobAccount). The message stays on until the Start button is pressed.	1 Print 2 Log Buffer is Full. Job Rejected 3 4 5 Press Stop Button	10982
101	Warning	Automatic density correction is in progress.	1 (Function name) 2 3 Adjusting Density 4 5	10994 10988
102	Warning	The displayed paper tray is empty. This is treated as a warning until the empty tray is selected for printing. %TRAY% Tray1	1 Print 2 3 %TRAY% Empty 4 5	16012
103	Warning	The printer has received invalid data. This message appears when the printer has received an unsupported PDL command. It stays on until the specified button is pressed.	1 (Function name) 2 Invalid Data 3 4 5 Press xxx Button	30114
104	Warning	A decode error has occurred during Hiper-C emulation. This status occurs only during the lifetime of the job.	1 (Function name) 2 3 HiperC Decode Error 4 5	30940

No.	Level	Function	Status Message	PJLStatus Code
105	Warning	Address Book for e-mail addresses is full.	1 Email 2 Address Book is Full 3 4 5	30942
106	Warning	No profile is registered.	1 Profile List 2 Empty 3 4 5	30943
107	Warning	No Speed Dial or Group Dial is registered in the Phone Book.	1 Phone Book 2 Empty 3 4 5	30944
108	Warning	No e-mail address is registered in the Address Book.	1 Address Book 2 Empty 3 4 5	30945
109	Warning	The destination specified with an e-mail address No., Group Address No., Speed Dial No., or Group Dial No. is not registered. Common to the Address Book and Phone Book.	1 Destination 2 Non Entry 3 4 5	30946
110	Warning	The result of a search on an LDAP server shows that no matches were found.	1 LDAP 2 Retry with other words 3 Address isn't found 4 5	30947
111	Warning	The number of faxes waiting to be sent at predetermined times exceeded the maximum number registerable (up to 5 faxes). After this message is displayed for 3 sec., the display moves to the fax standby screen.	1 Fax 2 Operation Canceled 3 Registration is Full. 4 5	30948
112	Warning	The file system configured on a storage device has run out of free space It is a temporary warning. The message stays on until the job is completed and then disappears.	1 Print 2 3 File System is Full 4 5	32002
113	Warning	The user has attempted to write into a write-protect file in the file system configured on a storage device. It is a temporary warning. The message stays on until the job is completed and then disappears.	1 Print 2 3 File System is Write Protected 4 5	32026
114	Error	MOPY data memory is full. The message stays on until the Start button is pressed.	1 Copy 2 Collate Fail:Too Many Pages 3 4 5 Press Start Button	40775

No.	Level	Function	Status Message	PJLStatus Code
115	Warning	A request for manual feed printing is made. This prompts the user to insert paper of the size as shown by %MEDIA_SIZE%. The unit of paper size in custom mode shall be the specified unit for display (menu setting) for Manual Feeder, unless otherwise specified by the driver. When specified by the driver, the unit specified by the driver is used for display. In custom mode, paper size is displayed as "<width> x <length> <unit>." Ex.) 210 x 297 mm 8.5 x 11.0 inch	1 Print 2 Install Paper 3 Manual Feeder 4 %MEDIA_SIZE% 5	411yy
116	Error	The toner is running low. When "Low Toner = Stop" is selected, the printer enters offline mode. When the Start button is pressed or if an error occurs and it is reset, the printer exits offline mode and continues printing until TONER EMPTY. If TONER LOW has occurred when the power is turned on and "Low Toner = Stop" is selected, the printer enters offline mode. Pressing the Start button enables the user to continue printing. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 3 %COLOR% Toner Low 4 5 Press Start Button	10081(K) 10082(Y) 10083(M) 10084(C)
117	Error	This notifies the user that the tray contains the wrong size of paper. Check the paper in the tray or check for double sheet feeding. If this error occurs during photocopying, the ongoing photocopying is interrupted.	1 (Function name) 2 Open Front Cover 3 Paper Size Error 4 5	30034
118	Error	The memory has overloaded. Pressing the Start button enables the user to continue the operation. Add RAM or reduce the data. This occurs for one of the reasons below. - Too much print data in one page - Too much macro data - Too much DLL data - Frame buffer overflow after compression	1 Print 2 Press Start Button for 3 Restoration 4 Memory Overflow 5	30097
119	Error	Fax transmission has ended with an error. Page: ## represents the total number of pages sent out. nnnnnnnnnn represents the destination fax number.	1 (Function name) 2 Sending Failed 3 4 Page: ## 5 nnnnnnnnnn	30953
120	Error	Fax receiving has ended with an error. After this message is displayed for 3 sec., the printer displays Fax-R5. Page: ## represents the total number of pages received. nnnnnnnnnn represents the sender's fax number.	1 Fax 2 Receiving Failed 3 4 Page: ## 5 nnnnnnnnnn	30954

No.	Level	Function	Status Message	PJLStatus Code
121	Error	Network settings have been updated and initializing is in progress.	1 (Function name) 2 Wait a Moment 3 Network Configuration Writing 4 5	30956
122	Error	This message appears when the printer is in fax-mode standby and the external phone is off the hook. When the external phone off-hook is detected, the MFP goes onto fax standby, and fax operation is enabled.	1 (Function name) 2 Wait a Moment 3 4 5	30957
123	Error	Network settings have been updated and the settings are being saved into the flash memory.	1 Print 2 Wait a Moment 3 Network Configuration Writing 4 5	30956
124	Error	A cover is open. If this error occurs during photocopying, the ongoing photocopying is interrupted. %COVER% Top Cover Front Cover	1 (Function name) 2 Close Cover 3 %COVER% 4 5	40021 40991
125	Error	The toner has run out. This changes to a warning status when a cover is opened and closed. If this error occurs during photocopying, the ongoing photocopying is interrupted. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Install Toner 3 %COLOR% 4 5	40028(K) 40029(Y) 40030(M) 40031(C)
126	Error	The belt is not set in place.	1 (Function name) 2 Check Belt Unit 3 4 5	40037
127	Error	A paper jam occurred while paper was fed from Manual Feeder. If this error occurs during photocopying, the photocopying is interrupted.	1 (Function name) 2 Check Manual Feeder 3 Paper Jam 4 5	40077
128	Error	A paper jam occurred while paper was fed from a tray. If this error occurs during photocopying, the photocopying is interrupted. %TRAY% Tray1	1 (Function name) 2 Open Front Cover 3 Paper Jam 4 %TRAY% 5	40077
129	Error	A paper jam has occurred in the paper path. If this error occurs during photocopying, the ongoing photocopying is interrupted.	1 (Function name) 2 Open Top Cover 3 Paper Jam 4 5	40078 40079 40820

No.	Level	Function	Status Message	PJLStatus Code
130	Error	Display that memory overflow is occurred during image processing. (Only on MC360/350)	1 USB Memory 2 Scan Canceled 3 Memory Overflow 4 5 Press Stop Button	40591
131	Error	This message appears if the Start button is pressed when there is no paper in Tray 1. On pressing the Start button, the printer starts reading out the document. On pressing the Stop button, the display moves to the copy standby screen. If the Start button is pressed when paper is not loaded in the tray, this message appears again.	1 Copy 2 Install Paper in Tray1 3 Press Start Button to Continue 4 5 Press Stop Button to Cancel	406XX
132	Error	Displays that failing to connect to PC. Stays displayed until the Stop key is pressed.	1 PC 2 Check USB Cable 3 Connect to PC Failed 4 5 Press Stop Button	40716
133	Error	The directory cannot be opened. (FTP)	1 Network PC 2 Contact Server Admin 3 Entering Directory Failed 4 5 Press Stop Button	40718
134	Error	File transmission has ended with an error. nnnnnnnnnn represents the file server address or IP address.	1 Network PC 2 Sending Failed 3 4 nnnnnnnnnn 5 Press Stop Button	40719
135	Error	The scanner is not connected. When the power is cycled, the printer searches for the scanner unit again. Pressing the Left key displays to the function select screen.	1 (Function name) 2 Power Off/On 3 Check Scanner 4 Detection Failed 5 Press Left key	40724
136	Error	The fax memory has overloaded during fax receiving. Only the received data accumulated in the memory is printed out. This message cannot be canceled until the Stop key is pressed.	1 Fax 2 Receiving Failed 3 Memory Overflow 4 5 Press Stop Button	40725
137	Error	Fax receiving has ended with an error. This message cannot be canceled until the Stop key is pressed.	1 Fax 2 Receiving Failed 3 4 5 Press Stop Button	40726
138	Error	E-mail transmission has ended with an error. nnnnnnnnnn represents the mail server address or IP address. The transmission has failed because the server crashed, the network cable was disconnected, or another incident occurred.	1 Email 2 Sending Failed 3 4 nnnnnnnnnn 5 Press Stop Button	40727
139	Error	Fax transmission has ended with an error. This message cannot be canceled until the Stop button is pressed.	1 (Function name) 2 Sending Failed 3 4 5 Press Stop Button	40728

No.	Level	Function	Status Message	PJLStatus Code
140	Error	This message appears when the user attempts to execute another function while function is in progress.	1 (Function name) 2 Device Busy 3 4 5	40729
141	Error	A Fax Board I/F error has occurred.	1 (Function name) 2 Power Off/On 3 Fax board I/F Error 4 5	40730
142	Error	Writing to a USB memory has failed because the USB memory is write-protected or due to another reason. Pressing the Stop button changes the display to the Scan To function select screen.	1 USB Memory 2 Check USB Memory 3 Writing Failed 4 5 Press Stop Bottan	40731
143	Error	The USB memory has run out of space during execution. The printer has stopped writing to the USB memory. Pressing the Stop button enters the printer into idle mode.	1 USB Memory 2 Scan Canceled 3 USB Memory Full 4 5 Press Stop Bottan	40734
144	Error	The buffer of the scanner unit became full during reading of a document. The message stays on until the Left key pressed.	1 (Function name) 2 Power Off/On 3 Scanner Memory is Full 4 5 Press Left Key	40735
145	Error	Scan to Server to a CIFS server has failed.	1 Network PC 2 Contact Network Admin 3 Connecting to CIFS Failed 4 5 Press Stop Button	40736
146	Error	A file couldn't be created on a CIFS server.	1 Network PC 2 Contact Network Admin 3 File Writing Failed 4 5 Press Stop Button	40737
147	Error	The network shared folder name is incorrect. (CIFS)	1 Network PC 2 Check Network Share Name 3 Connecting to CIFS Failed 4 5 Press Stop Button	40739
148	Error	The Network PC doesn't support CIFS.	1 Network PC 2 Contact Network Admin 3 CIFS Unsupported 4 5 Press Stop Button	40740
149	Error	The name specified for the file to be sent is not permitted. (FTP)	1 Network PC 2 Change File Name 3 File Name Error 4 5 Press Stop Button	40741

No.	Level	Function	Status Message	PJLStatus Code
150	Error	The FTP server storage doesn't have enough space. (FTP)	1 Network PC 2 Contact Network Admin 3 Storage Space Full 4 5 Press Stop Button	40742
151	Error	The user has to confirm whether he/she is authorized to save a file. (FTP)	1 Network PC 2 Contact Network Admin 3 File Writing Failed 4 5 Press Stop Button	40743
152	Error	Data transfer type cannot be changed. (FTP)	1 Network PC 2 Contact Network Admin 3 Changing Data Transfer Type 4 Failed 5 Press Stop Button	40744
153	Error	The list of folders currently logged onto cannot be obtained on an FTP server.	1 Network PC 2 Contact Network Admin 3 Getting File List Failed 4 5 Press Stop Button	40745
154	Error	Scanner Fan error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner Fan Error 4 5 Press Left Key	40746
155	Error	An error has occurred during image processing (memory overflow).	1 Network PC 2 Sending Canceled 3 Memory Overflow 4 5 Press Stop Button	40748
156	Error	The message below appears when Tray 1 is selected and paper is loaded in the Manual Feeder. The message stays on until the Stop button is pressed. Pressing the Stop button changes the display to the Copy standby screen.	1 Copy 2 Remove Paper 3 Paper Installed in Manual Feeder 4 5 Press Stop Button	40749
157	Error	File server authentication error has occurred. (Common to CIFS and FTP)	1 Network PC 2 Check ID or Password 3 Server Login Failed 4 5 Press Stop Button	40750
158	Error	File server connection error has occurred.	1 Network PC 2 Check Server Setting 3 Failed Server Connection 4 5 Press Stop Button	40751
159	Error	Connection to DNS server has failed. Failure in address resolution on a DNS server is included in the above failure.	1 (Function name) 2 Check DNS Settings 3 Getting Target IP Failed 4 5 Press Stop Button	40752

No.	Level	Function	Status Message	PJLStatus Code
160	Error	A timeout has occurred as search on an LDAP server took too long.	1 LDAP 2 LDAP Server Busy 3 Address Search Time-out 4 5 Press Stop Button	40753
161	Error	An error has occurred as the user has specified a DN name that doesn't exist on the LDAP server.	1 LDAP 2 Check Serach Root Setting 3 Search Root Error 4 5 Press Stop Button	40754
162	Error	Connection with an LDAP server is lost due to an unknown reason.	1 LDAP 2 Contact Network Admin 3 LDAP Communication Error 4 5 Press Stop Button	40756
163	Error	LDAP server authentication error has occurred.	1 LDAP 2 Check ID or Password 3 LDAP Login Failed 4 5 Press Stop Button	40757
164	Error	LDAP server connection error has occurred.	1 LDAP 2 Check LDAP Settings 3 Failed LDAP Server Connection 4 5 Press Stop Button	40758
165	Error	An error has occurred during image processing (memory overflow).	1 Email 2 Sending Canceled 3 Memory Overflow 4 5 Press Stop Button	40759
166	Error	When a power supply is switched on, it is shown that a reading sensor cannot read the center position of ADF correctly. If equipment is turned on setting a document to Flatbed, this error will occur. The document of Flatbed is removed and it.	1 (Function name) 2 ADF Center Position Error 3 Please remove a document from Flatbed 4 5 Press Left Key	40760
167	Error	POP3 server authentication error has occurred.	1 Email 2 Check Login Name or Password 3 POP3 Login Failed 4 5 Press Stop Button	40761
168	Error	The SMTP server doesn't support the authentication.	1 Email 2 Contact Network Admin 3 SMTP Auth. Unsupported 4 5 Press Stop Button	40762
169	Error	SMTP server authentication error has occurred.	1 Email 2 Check Login Name or Password 3 SMTP Login Failed 4 5 Press Stop Button	40763

No.	Level	Function	Status Message	PJLStatus Code
170	Error	POP3 server connection error has occurred.	1 Email 2 Check POP3 Settings 3 Failed Server Connection 4 5 Press Stop Button	40764
171	Error	SMTP server connection error has occurred.	1 Email 2 Check SMTP Settings 3 Failed Server Connecton 4 5 Press Stop Button	40765
172	Error	POP3 server is not set up.	1 Email 2 Check POP3 Address 3 POP3 Address is Empty 4 5 Press Stop Button	40766
173	Error	SMTP server is not set up.	1 Email 2 Check SMTP Address 3 SMTP Address is Empty 4 5 Press Stop Button	40767
174	Error	Container transmission/receiving has failed. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Line Error 4 %TIMING%, %CODE% 5 Press Left Key	40768
175	Error	Scanner communications error: Data was sent to the scanner with the container length or the additional data length specified larger or smaller than the data container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Invalid Data Length 4 %TIMING%, %CODE% 5 Press Left Key	40769
176	Error	Scanner communications error: Data was sent to the scanner with the container length specified larger or smaller than the command container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Invalid Command Length 4 %TIMING%, %CODE% 5 Press Left Key	40770

No.	Level	Function	Status Message	PJLStatus Code
177	Error	Scanner communications error: Data was sent to the scanner with invalid data specified in the data container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Invalid Data 4 %TIMING%, %CODE% 5 Press Left Key	40771
178	Error	Scanner communications error: Data was sent to the scanner with invalid parameters specified in the command container. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Invalid Parameter 4 %TIMING%, %CODE% 5 Press Left Key	40772
179	Error	Scanner communications error: Invalid container length, protocol type, container type, or additional data are sent to the scanner. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Invalid Value 4 %TIMING%, %CODE% 5 Press Left Key	40773
180	Error	Scanner communications error: Invalid command is sent to the scanner. This message is displayed until the Stop button is pressed. %CODE% 0x01 - 0x0F %TIMING% Command Container Data Container Response Container	1 (Function name) 2 Power Off/On 3 Scanner Invalid Command 4 %TIMING%, %CODE% 5 Press Left Key	40774
181	Error	This message appears when a photocopy is made to paper of a size unsupported by the printer. If this error occurs during photocopying, the photocopying is interrupted.	1 Copy 2 Check Paper Size 3 Paper Size Error 4 5 Press Stop Button	40776
182	Error	The fax memory has overloaded. Pressing the Stop button changes the display to the Fax standby screen. The pages already read will not be faxed. Pressing the Stop button changes the display to the function select screen.	1 (Function name) 2 Memory Overflow 3 4 5 Press Stop Button	40778

No.	Level	Function	Status Message	PJLStatus Code
183	Error	Lamp error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner Lamp Error 4 5 Press Left Key	40779
184	Error	Home sensor error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner Home Sensor Error 4 5 Press Left Key	40780
185	Error	Sensor error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner Sensor Error 4 5 Press Left Key	40781
186	Error	Scanner internal error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner Unit Error 4 5 Press Left Key	40782
187	Error	Calibration error has occurred. An error occurred when a request to execute calibration was made during a PC Scan.	1 (Function name) 2 Power Off/On 3 Scanner Calibration Error 4 5 Press Left Key	40783
188	Error	Scanner RAM check error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner RAM Error 4 5 Press Left Key	40784
189	Error	Scanner controller error has occurred.	1 (Function name) 2 Power Off/On 3 Scanner Controller Error 4 5 Press Left Key	40785
190	Error	Home position error has occurred.	1 (Function name) 2 Power Off/On 3 Home Position Error 4 5 Press Left Key	40786
191	Error	The lock for CCD transport is on.	1 (Function name) 2 Power Off/On 3 Check Sensor Lock Switch 4 Scanner Sensor Locked 5 Press Left Key	40787
192	Error	ADF jam has occurred while the printer is reading a document. A paper jam or misfeed occurred while the ADF was feeding a document.	1 (Function name) 2 Open ADF Cover 3 ADF Document Jam 4 5	40789

No.	Level	Function	Status Message	PJLStatus Code
193	Error	A timeout has occurred during busy status monitoring of the scanner unit. %n% in the LCD message and "x" at the end of PJL Status Code represent the information below. 0: ReadData size=0 1: Waiting for ReadData PageOut 2: Canceling in progress 3: PowerSave restoration in progress 4: Black Mark detection in progress 5: ADF forced discharge in progress	1 (Function name) 2 Power Off/On 3 Scanner Timeout Error %n% 4 5 Press Left Key	4079x
194	Error	An unsupported size is specified for Tray 1 and Manual Feeder. If photocopying is started with the unsupported size specified, the photocopying is interrupted. %TRAY% represents the tray in which paper of an unsupported size is loaded ("Tray 1" or "Manual Feeder").	1 Copy 2 Unsupported Size in %TRAY% 3 4 Continue 5 Press Start Button	4080y
195	Error	It provides the steps for photocopying using Manual Feeder. Pressing the Start button starts printer document reading. Pressing the Stop button interrupts photocopying. If a document is left in the ADF, this message appears every time one photocopy page is printed out.	1 Copy 2 Install Paper in Manual Feeder 3 Press Start Button to Continue 4 5 Press Stop Button to Cancel	40810
196	Error	Firmware has not been downloaded to the fax board.	1 (Function name) 2 Check Fax Firmware 3 Fax Firmware Error 4 5	40811
197	Error	Search on a DHCP server has failed. Scanning to E-mail/network PC is disabled.	1 (Function name) 2 Check DHCP Settings 3 Getting IP Address Failed 4 5 Press Left Key	40812
198	Error	The selected function is not available (relating to access-restricted functions).	1 (Function name) 2 Contact Admin. 3 Unusable Operation 4 5 Press Left Key	40813
199	Error	The printer is updating message data.	1 Wait a Moment 2 Message Data Processing 3 4 5	40825
200	Error	The printer is writing updating message data.	1 Wait a Moment 2 Message Data Writing 3 4 5	40826
201	Error	Writing of updating message data has completed successfully.	1 Wait a Moment 2 Message Data Received OK 3 4 5	40827

No.	Level	Function	Status Message	PJLStatus Code
202	Error	Writing of updating message data has failed. %CODE% is a one-digit decimal number that indicates-cause of the failure in writing. 1 ... FAIL: Cause unknown 2 ... DATA_ERROR: Hash check error/flash memory error during reading/writing of data 3 ... OVERFLOW: Flash memory has become full before or while writing a language file and downloading has failed. 4 ... MEMORYFULL: Failed to secure memory space. 5 ... UNSUPPORTED_DATA: Attempted to download data unsupported by the printer.	1 Check Data 2 Message Data Write Error 3 %CODE% 4 5	40828
203	Error	During Manual Duplex printing, printing on the reverse side (even page) has been completed and the user is prompted to set paper. This appears when paper is fed from the Manual Feeder.	1 Print 2 Install Paper 3 Manual Feeder 4 Duplex Request 5	40830
204	Error	During Manual Duplex printing, printing on the reverse side (even page) has been completed and the user is prompted to set paper. This appears when paper is fed from a tray.	1 Print 2 Install Paper 3 Tray1 4 Duplex Request 5 Press Start Button	40832
205	Error	The toner cartridge is set in place but RFID is not detected. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Incompatible Toner 3 %COLOR% 4 5	40902(K) 40903(Y) 40904(M) 40905(C)
206	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Incompatible Toner 3 %COLOR% 4 5	40906(K) 40907(Y) 40908(M) 40909(C)
207	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Incompatible Toner 3 %COLOR% 4 5	40910(K) 40911(Y) 40912(M) 40913(C)
208	Error	A new toner cartridge has been installed but the printer has not detected toner full. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Check Toner Cartridge 3 %COLOR% 4 Install New Toner 5	40914(K) 40915(Y) 40916(M) 40917(C)

No.	Level	Function	Status Message	PJLStatus Code
209	Error	This notifies expiration of the life of the image drum (alarm). This message is displayed until the image drum is re-placed. If this error occurs during photocopying, the photocopying is interrupted. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Install New Image Drum 3 Image Drum Life 4 %COLOR% 5	40936(K) 40937(Y) 40938(M) 40939(C)
210	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Non Genuine Toner 3 %COLOR% 4 5	40943(K) 40944(Y) 40945(M) 40946(C)
211	Error	Indicates the toner cartridge is not for use in the printer. The printer recovers from the error after replacement of the toner cartridge with a toner cartridge for the printer. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Toner Regional Mismatch 3 %COLOR% 4 5	40947(K) 40948(Y) 40949(M) 40950(C)
212	Error	%COLOR% waste toner is full and toner needs replacement. When a cover is opened and closed, the status changes to a warning, enabling printing up to about 50 sheets. If this error occurs during photocopying, the photocopying is interrupted. %COLOR% Yellow Magenta Cyan (This doesn't occur for Black toner.)	1 (Function name) 2 Replace Toner 3 %COLOR% Waste Toner Full 4 5	40956(Y) 40957(M) 40958(C)
213	Error	One of the following has occurred. • The toner sensor has detected a problem. • No toner cartridge is installed. • The toner cartridge lever is left unlocked. • The image drum is not set in place. This status appears only in Factory mode. If this error is detected in Shipping mode, it is displayed as a warning. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Check Toner Cartridge 3 %COLOR% 4 Toner Sensor Error 5	40959(K) 40960(Y) 40961(M) 40962(C)

No.	Level	Function	Status Message	PJLStatus Code
214	Error	Waste toner is full. When a cover is opened and closed, the status changes to a warning. An error occurs again, after printing 500 sheets. If this error occurs during photocopying, the photocopying is interrupted.	1 (Function name) 2 Replace Belt 3 Belt Life 4 5	40964
215	Error	This notifies expiration of the life of the transfer belt. The counter shows that the belt has reached the end of its life. Photocopying is interrupted. When a cover is opened and closed, the status changes to a warning. If this error occurs during photocopying, the photocopying is interrupted.	1 (Function name) 2 Install New Belt Unit 3 Belt Unit Life 4 5	40970
216	Error	This notifies expiration of the life of the fuser. The counter shows that the fuser has reached the end of its life. Photocopying is interrupted. When a cover is opened and closed, the status changes to a warning. If this error occurs during photocopying, the photocopying is interrupted.	1 (Function name) 2 Install New Fuser Unit 3 Fuser Unit Life 4 5	40971
217	Error	A paper jam occurred in the paper path. If this error occurs during photocopying, the photocopying is interrupted.	1 (Function name) 2 Open Front Cover 3 Paper Jam 4 5	40982
218	Error	The fuser is not set in place.	1 (Function name) 2 Check Fuser Unit 3 4 5	40992
219	Error	This notifies expiration of the life of the image drum (alarm). When a cover is opened and closed, the status changes to a warning. If this error occurs during photocopying, the photocopying is interrupted. %COLOR% Yellow Magenta Cyan Black	1 (Function name) 2 Install New Image Drum 3 Image Drum Life 4 %COLOR% 5	40996(K) 40997(Y) 40998(M) 40999(C)
220	Error	A print request has made for a tray that is empty. If this error occurs during photocopying, the photocopying is interrupted. %TRAY% Tray1	1 (Function name) 2 Copy Canceled 3 %TRAY% Paper Empty 4 5 Press Stop Button	47xyy

No.	Level	Function	Status Message	PJLStatus Code
221	Error	The media type of the tray does not match the print data, or the tray paper size or the paper size and media type do not match the print data. This prompts the user to load paper in the tray. (It takes a few moments for this message to clear and the lever to rise.) %TRAY% Tray1 The unit of paper size in custom mode shall be the specified unit for display (menu setting) for Manual Feeder, unless otherwise specified by the driver. When specified by the driver, the unit specified by the driver is used for display. In custom mode, paper size is displayed as "<width> x <length> <unit>." Ex. 210 x 297 mm 8.5 x 11.0 inch When the Start button is pressed, the printer ignores the error and carries on with printing for this job only.	1 Print 2 Change Paper in %TRAY% 3 %MEDIA_SIZE% 4 %MEDIA_TYPE% 5 Press Start Button	48xyy
222	Error	The media type of Manual Feeder does not match the print data, or Manual Feeder paper size or the paper size and media type do not match the print data. This prompts the user to load paper in the tray. The unit of paper size in custom mode shall be the specified unit for display (menu setting) for Manual Feeder, unless otherwise specified by the driver. When specified by the driver, the unit specified by the driver is used for display. Ex. 210 x 297 mm 8.5 x 11.0 inch	1 Print 2 Install Paper in Manual Feeder 3 %MEDIA_SIZE% 4 %MEDIA_TYPE% 5	48xyy

(2) Service Call Error

The service call error list is recording in table 7-1-2.

Table 7-1-2 service call error list (1/6)

Display	Cause	Details of error		Method
Service call 002: Error } 005: Error	CPU Exception	Is the error message displayed again?	Yes No	If the RAM DIMM is mounted, remove it and turn the power supply off/ON. Replace M32 board Remount RAM DIMM Replace RAMDIMM
Service call 030: Error	CU RAM Check Error	Is the error message displayed again?	Yes	Power supply OFF/ON Replace M32 board
Service call 031: Error	CU Optical RAM Check Error	Is RAM DIMM mounted normally? Does it restore by exchanging RAM DIMM?	No Yes No	Remount RAM DIMM Replace RAMDIMM Replace M32 board
Service call 040: Error	CU EEPROM Error	Is the error message displayed again?	Yes	Power supply OFF/ON Replace M32 board
Service call 041:Error	CU Flash Error Flash ROM Error on the CU board	Is the error message displayed again?	Yes	Power supply OFF/ON Replace M32 board
Service call 042: Error } 043: Error	Flash File System Error	It failed to the access to CU Flash ROM that is attached to the M32 board directly.		The compulsive initialization of Flash is done. (Because NIC-Firmware is deleted, please be careful to it. After initialization, it is necessary to write NIC-Firmware by the maintenance utility).FLASH FORMAT is executed by using the maintenance utility.If the symptom doesn't change, replace the M32 board.
Service call 072: Error	Engine I/F Error I/F Error between PU and CU			Replace M32 board
Service call 073: Error	Video Error When the image data sprads, defect is detected. (Incorrect data receive)	Does the error recur?	Yes	Change the PC to high spec or lower the resolution, and then print again. Replace M32 board
Service call 074: Error 075: Error	Video Error When the image data spreads, defect is detected.			Replace M32 board

Table 7-1-2 service call error list (2/6)

Display	Cause	Details of error		Method
Service call 081: Error	Difference between version of CU firm and EEPROM	Does the error recur?	Yes	Do EEPROM Initialization. (Turn on the power supply by Cover-open & pressing START key & pressing CANCEL switch). Because the Mac address will disappear with this initialization, lease reset Mac address by using the maintenance utility. Replace M32 board
Service call 104: Error	EngineEEPROM mounting check is OK with turning on the power supply, after that, lead/light error is detected	Does the error recur?	Yes	Power supply OFF/ON Replace M32 board
Service call 105: Error	Engine EEPROM mounting check error when the power supply is turned on.	Does the error recur?	Yes	Power supply OFF/ON Replace M32 board
Service call 106: Error	The engine control logic is abnormal	Does the error recur?	Yes	Power supply OFF/ON Replace M32 board
Service call 121: Error	High-voltage power supply I/F error	Is the cable between PU board ant the high-voltage power supply unit correctly connected? Isn't there defective contact point?	No Yes No	Reconnect correctly. Check the defective contact point of high-voltage system. Replace the high voltage power supply.
Service call 123: Error	Environmental humidity abnormal/ humidity sensor disconnection	Is the cable between the PU board and the high-voltage power supply unit correctly connected?	No Yes	Reconnect correctly. Replace the high-voltage power supply.
Service call 124: Error	Environmental temperature abnormality	Does the error recur?	Yes	Power supply OFF/ON Replace control panel board (PRP)
Service call 126: Error	The dewy of the device is detected	Dew condensation occurs easily after the device is carried in from outside. After leaving it at room temperature for 2 hours to half a day, turn on the power again. Does the error recur?	Yes	Turn on the power again after leaving the device for hours. Replace the high-voltage power supply.
Service call 127: Error	Fixed cooling fan error	Is the connector connection of the fan normal? Does the error recur?	No Yes	Reconnect normally Replace the fan motor

Table 7-1-2 service call error list (3/6)

Display	Cause	Details of error		Method
Service call 131: Error 134: Error	LED head detection abnormality (131=Y, 132=M, 133=C, 134=K)	Is the LED head installed correctly? Does LED HEAD FUSE cut? Does the error recur?	No Yes Yes No Yes	Install the LED head correctly Check LED HEAD FUSE Replace FUSE Turn on the power supply gain Replace the LED head unit Please refer to chapter 7.6 for replace method of FUSE Replace M32 board
Service call 140: Error 142: Error	ID Up/Down position detection error	Does it has anything trouble with the detaching/attaching of ID unit? Does the error recur?	Yes No Yes	Reinstall the ID unit Turn on the power supply again Replace the high voltage power supply
Service call 150: Error 153: Error	Defective fuse cutting of ID unit	Is the ID unit installed correctly? Does the error reocur? Does it restore by exchanging PRE board	No Yes Yes	Installed ID unit again Turn on the power supply again Replace PRE board after check the cable connection of PRE board-M32 board. Replace M32 board.
Service call 154: Error	Defective fuse cutting of belt unit	Is the belt unit installed correctly? Does the error recur?	No Yes Yes	Reinstall the belt unit. Turn on the power supply again. Replace M32 board after check cable connection.
Service call 155: Error	Defective fuse cutting of fuser	Is the fuser installed correctly? Does the error recur?	No Yes Yes	Reinstall the fuser after its connection connector is cleaned Turn on the power supply again Replace M32 board after check the cable connection.
Service call 160: Error 163: Error	Defective toner sensor detection. It does not occur during shipping setting	Is the toner cartridge installed? Is the lock level of toner set? Does the error recur? Does the error recur? Does the error recur?	No No Yes Yes Yes Yes	Install a toner cartridge. Turn the lock lever of toner cartridge to the fixed position. Remove the right side cover, take measures to prevent the right side of the device from being exposed to ambient light, and confirm that the toner sensor is lighted during initialization of the device. Reconfirm it after replacing the toner sensor Assy. Replace the M32 board.
Service call 167: Error	Thermistor Slope Error	Is the error message displayed? Does the error recur?	Yes Yes	Turn on the power supply again Turn on the power supply again after storage for 30 minutes.
Service call 168: Error	Compensation. Thermistor Error	Is the error message displayed? Does the error recur?	Yes Yes	Turn on the power supply again Turn on the power supply again after storage for 30 minutes. Note)
Service call 169: Error	Upper Side Thermistor Error	Is the error message displayed? Does the error recur?	Yes Yes	Turn on the power supply again Turn on the power supply again after storage for 30 minutes.
Service call 170: Error 171: Error	Thermistor Short circuit / Open circuit of the fuser is detected	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board. See Note.

Table 7-1-2 service call error list (4/6)

Display	Cause	Details of error		Method
Service call 172: Error 173: Error	Thermistor Temperature abnormality (high or low) of the fuser is detected	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board.
Service call 174: Error	The short circuit of the backup roller. Thermistor is detected. (For the high temperature)	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board.
Service call 175: Error	The open circuit of the backup roller. Thermistor is detected. (For the low temperature)	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board. See Note.
Service call 176: Error 177: Error	Temperature abnormality (high or low) of the backup Laura thermistor was detected	Does it become an error again?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board
Service call 190: Error	System memory overflow	Does the error recur?	Yes	Turn on the power supply again. Install an additional RAM DIMM.
Service call 200: Error 202: Error	PU Firmware Download Error	Error occurs when the PU firmware is rewritten		After the power supply is turned on again, try to download again. (Because this processing is not performed during usual operation, it does not occur.)
Service call I209: Down Load Error	Custom Media Type table download failure	Failed in downloading Custom Media Type Table		After the power supply is turned on again, try to download again. (Because this processing is not performed during usual operation, it does not occur.)
Service call 203: Error 204: Error 207: Error 208: Error 213: Error 214: Error F0C: Error FFE: Error FFF: Error	CU program trouble (203~214 are not generated in usual operation)	Incorrect processing is performed by the CU program. Does the error recur?		Turn on the power supply again. Replace M32 board.
Service call 230: Error	RFID Reader not Installed	RFID Reader Device error. Does the error recur?	Yes Yes	Check the connenction of the LUM board (RFIS reader/writer board). Replace the LUM board (RFID reader/writer board). Replace the M32 board.

Table 7-1-2 service call error list (5/6)

Display	Cause	Details of error		Method
Service call 231: Error	RFID Reader I/F Error	An interface error was detected with the RFID reader device. 01: communication error between the RFID reader and the engine PCB. 02:the transceiver circuit error of the RFID reader. 03:communication error between the RFID reader and the toner cartridge. 04:the toner cartridge detection error (more than 4).		01: Same as Error 230. 02: Replace the LUM board (RFID reader/writer board). 03: Check the connection of the antenna cable. 04: Check if the number of toner cartridge is correct.
Service call 240: Error	Engine Program. Memory Error	240: Flash Memory Hardware Error		If the error occurs again after returning on the power supply, replace the board of the unit.
Service call 905: Error 906: Error	Short circuit error of the Frame thermistor (thermistor defect) is detected	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board.
Service call 907: Error	High temperature error of the frame thermistor (over 150)is detected	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again.Replace the fuser unit. Replace the M32 board.
Service call 908: Error	Low temperature error of the Frame thermistor (lower than [environment temperature -10]) is detected	Does the error recur?	Yes	Check the cable connection between the ZAK board and M32 board and turn on the power again. Replace the fuser unit. Replace the M32 board.
923: Error	Image Drum Lock Error	The ID motor does not rotate correctly. Is the error message displayed when the power is turned on again?	Yes Yes	Check if the ID unit is set correctly. Replace the ID unit. Replace the ID motor.
Service call 980: Error	Media coiling error to the fuser	Media is coiled to the fuser		Turn off the power supply. Replace the fuser.
Service call 981: Error	Difference between PU model version detected and CU model version detected	Does the error recur?	Yes	Turn off/on the power supply. Replace the M32 board.
	High-voltage power supply I/F error when initializing	Is the cable between PU board and the high-voltage power supply unit correctly connected? Isn't there defective contact point?	No Yes No	Reconnect correctly.Check the defective contact point of high-voltage system. Replace the high voltage power supply.

Table 7-1-2 service call error list (6/6)

Display	Cause	Details of error		Method
Service call 981: Error	PU board SRAM error	Does the error recur?	Yes	Turn off the power supply again Replace the M32 board
	CRC check error of PU download data	After PU data is downloaded (PU firmware, custom media data, head correction data), CRC check error is detected.		After the power supply is turned on again, try to download again. (Because this processing is not performed during usual operation, it does not occur.)
	PU board Flash ROM hash check error	Does the error recur?	Yes	Turn on the power supply again Replace the M32 board
	PU board Flash ROM writing error	Does the error recur?		After the power supply is turned on again, try to download again. (Because this processing is not performed during usual operation, it does not occur.)
	The communication error with ASIC on the CU board is detected			Replace the M32 board.
Service call F0C: Error	System Call Exception			Send the hard copy of StatusPage to a related department when the power supply OFF/ON is normal.
Service call FFF: Error	Bus controller ROM Write protection			Send the hard copy of StatusPage to a related department when the power supply OFF/ON is normal.
	PU firmware rash	Does the error recur?	Yes	Turn on the power supply again Replace the M32 board
	PU firmware rash	Does the error recur?	Yes	Turn on the power supply again Replace the M32 board
	PU firmware rash	Does the error recur?	Yes	Turn on the power supply again Replace the M32 board
	I/F error between PU and CU	Is the M32 board correctly mounted?	No Yes	Remount correctly Replace the M32 board

Note! Because service call 168 error ,171 error and 175 error may occur when the temperature of printer is below zero, please restart the printer after making it warm when the temperature of printer is low.

7.5.2 Preparing for troubleshooting

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Note! When replacing the main board (M32 PCB), please read the content on the EEPROM chip of the old board and copy it to the new board. (Refer to 5.4.1 when exchange main board)

7.5.2.(1) LCD Display Malfunction

(1-1) Nothing is displayed in LCD

Confirmation Items	Confirmation Tasks	Action at NG
(1-1-1) Fuse confirmation		
F4 (fuse) of main board (M32 PCB)	Confirm whether F4 is cut.	Exchange F4 or M32PCB.
(1-1-2) Check the connection		
Connection of low-voltage power supply unit and main board (M32 PCB).	Confirm whether the cord is normally connected from a low-voltage power supply to the POW connector of main board (M32 PCB) Check whether incompletely connection and oblique insertion of connector exist.	Try to plug in the cord normally.
Connection cable between low-voltage power supply unit and main board (M32 PCB).	Confirm whether it is disconnected. Confirm whether the coating peeling off exists. Check whether Cord ASSY defect exists such as the wire pulled out.	Replace it with normal low-voltage power supply unit.
Connection of main board (M32 PCB) and scanner unit.	Confirm whether cable is normally connected with the SCNIF1 connector of main board (M32 PCB). Confirm whether cable is normally connected with the drawer connector. Check whether incompletely connection and oblique insertion of connector exist.	Try to insert the cord normally.
Connection cable between main board (M32 PCB) and scanner unit.	Disconnection check by the tester. Confirm the coating peeling off by visual inspection.	Replace it with normal cable.
(1-1-3) Peripheral check of power supply		
AC power supply supplied to the printer.	Confirm the supplied voltage of the AC power supply.	Supply the AC power supply.
Voltage setting of low-voltage supply unit (110V/230V).	Measurement of supplied AC voltage. Confirm the power supply setting of the equipment used. (Confirm the short plug of the low-voltage supply setting switch. Short plug Have/None=100V /230V)	Adjust the low-voltage power supply setting.
The 5V power supply supplied to the main board (M32 PCB).	Confirm the 5V power supply by 7, 8, 9, 10pin of POW connector of the PU board (M32 PCB).	Exchange the Low-voltage power supply.
The 30V power supply supplied to the scanner unit.	Confirm the 30V power supply by 1 and 3 pin of SCNIF1 connector of main board (M32 PCB).	Exchange M32PCB.
(1-1-4) Short circuit confirmation of power supply		
The 5V power supply and 24V power supply and 30V power supply supplied to the main board (M32 PCB)	Confirm whether short circuit exists by the POW connector of the main board. If 1, 2 pin : OVP 3 pin : OVU 4 pin : +30V 5, 6 pin : +24V 7, 8, 9, 10 pin: +5V 11~15 pin :OVL are measured, the position of short circuit can be located. Pulling out the cords connected with the main board (M32 PCB) one by one, and then fix the position of short-circuit.	Exchange the short parts.

7.5.2.(2) Irregular Operation of the device after turning on the power

(2-1) No operation

Confirmation Items	Confirmation Tasks	Action at NG
(2-1-1) Peripheral check of power supply		
AC power supply supplied to the printer.	Confirm the supplied voltage of the AC power supply.	Supply the AC power supply.
Voltage setting of low-voltage power supply unit (/230V 100V).	Measurement of the supplied AC voltage. Confirm the power supply setting of the equipment used. (Confirm the short plug of low-voltage supply setting switch. Short plug Have/None=100V /230)	Adjust the low-voltage power supply setting.
The 5V power supply and 24V power supply and 30V power supply supplied to the main board (M32 PCB).	Confirm the power supply by the POW connector of the main board (M32 PCB). 1, 2 pin:0VP 3 pin: 0VU 4 pin: +30V 5, 6 pin:+24V 7, 8, 9, 10 pin:+5V 11~15 pin:0VL	Exchange low-voltage power supply.

(2-2) Abnormal sound

Confirmation Items		Confirmation Tasks	Action at NG
(2-2-1) Motor step out confirmation (drive abnormality)			
	Operation condition of each motor	Use the motor clutch test function of the maintenance utility to confirm whether the operation of each motor is normal or abnormal. Confirm whether load exists. When it is in abnormal state, check whether beep sounds.	Exchange main board(M32PCB).
	Motor cord condition	Check the layout condition of each motor. By visual inspection and tester, perform short-circuit check. Remove the motor cord from board side, and check the resistance value between each PIN and FG of removed cord side.	Exchange the motor cord, and reassemble normally.
(2-2-2) Motor step out confirmation (load abnormality of Consumable)			
	Operation condition of each motor.	Use the motor clutch test function of the maintenance utility to confirm whether the operation of each motor is normal or abnormal. Confirm whether load exists. When it is in abnormal state, check whether “beep” sounds.	Exchange each consumable. When trying to use a new belt and fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.) When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
(2-2-3) Gear-skip confirmation (load abnormality of Consumable)			
	Operation condition of each motor.	Use the motor clutch test function of the maintenance utility to confirm whether the operation of each motor is normal or abnormal. Confirm whether load exists. When it is in abnormal state, check whether “crackling sound” sounds.	Exchange each consumable. When trying to use a new belt and fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.) When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
	Set condition of each consumable	By visual inspection confirm whether the gear of each consumable is set in position.	Exchange or correct necessary mechanical parts.
(2-2-4) Layout condition of cord			
	Layout of cord around cooling FAN	Check whether layout of cord around cooling fan is poor and the cable may touch the fan blade. When it is in abnormal state, check whether “rattly” sounds.	Correct the layout of cord.

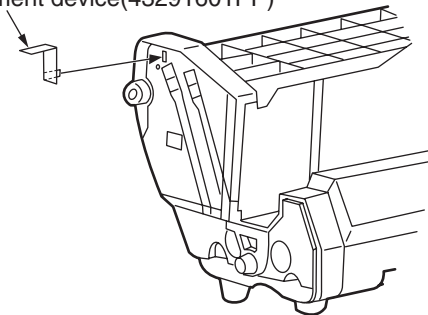
(2-3) Abnormal odor

Confirmation Items	Confirmation Tasks	Action at NG
(2-3-1) Locate the position with abnormal odor occurred.		
Fuser unit	Take out the fuser and confirm the odor.	Perform (2-3-2).
Low-voltage power supply unit	Take out the low-voltage power supply unit and confirm the odor.	Exchange low-voltage power supply unit
(2-3-2) Check the condition of fuser.		
Life count of fuser	Confirm the life count of the fuser by the maintenance utility.	It may have abnormal smell around a new printer.
Foreign confirmation of fuser	Confirm whether the fuser is jammed with foreign body such as paper inside.	Remove the foreign body.

(2-4) Slow starting time

Confirmation Items	Confirmation Tasks	Action at NG
(2-4-1) Check a fuser unit		
Halogen lamp	Confirm the wattage of the halogen lamp mounted in the fuser.	Exchange for wattage parts of the rated voltage.
(2-4-2) Check optional parts		
Expansion memory	Reset the optional parts (expansion memory) and recheck the operation.	Exchange optional parts

Treatment device(43291601PP)

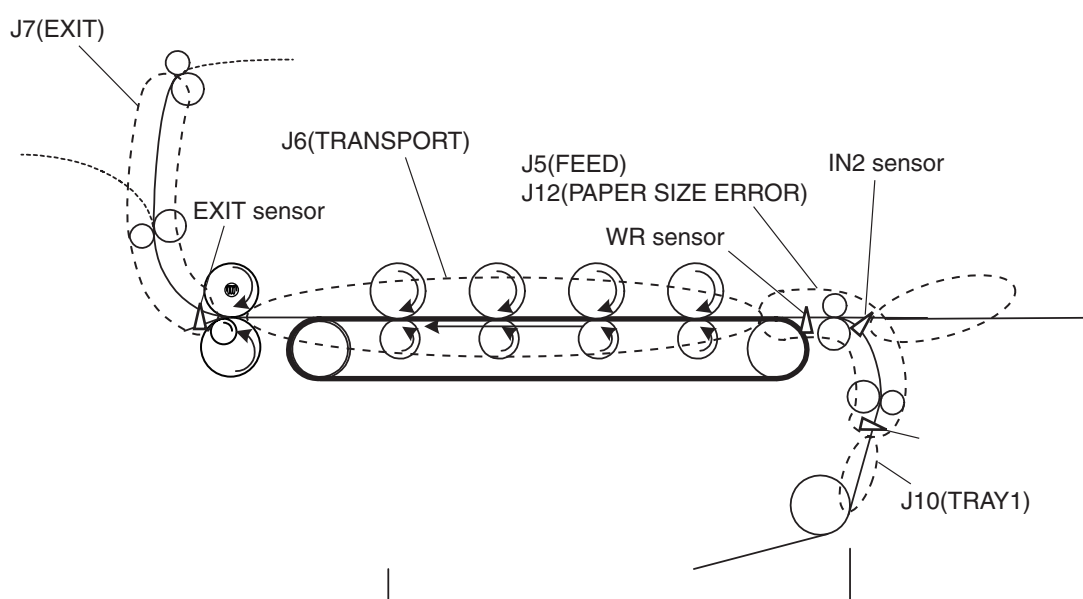


When insert the jig, please insert it into the gap of the phosphor bronze terminal that can be seen inside the ID unit side cover.

(3) Error number and jam location at paper jam

Name	Reference	Corresponding	Jam release method
Feed (front cover jam)	J5	IN2, WR	Jam release method ①
Transport (paper feed jam)	J6	IN1, IN2, WR, EXIT	Jam release method ②
Exit (paper reject jam)	J7	EXIT	Jam release method ②
Tray1 (paper feed jam)	J10	IN1	Jam release method ①, ④
Paper size error (paper size error)	J12	IN1	Jam release method ①

Diagram of jam location



Jam Release Method ①

Remove the jammed paper.

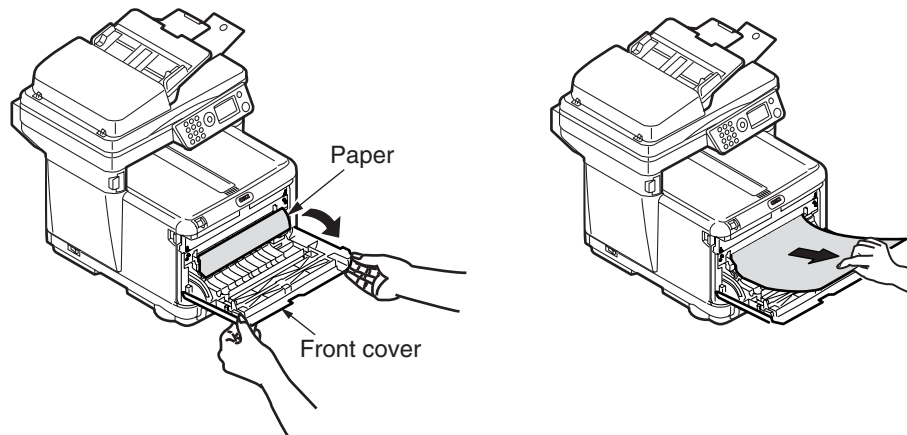
Front Cover Part

[Front cover jam, paper feed jam, and paper size error]

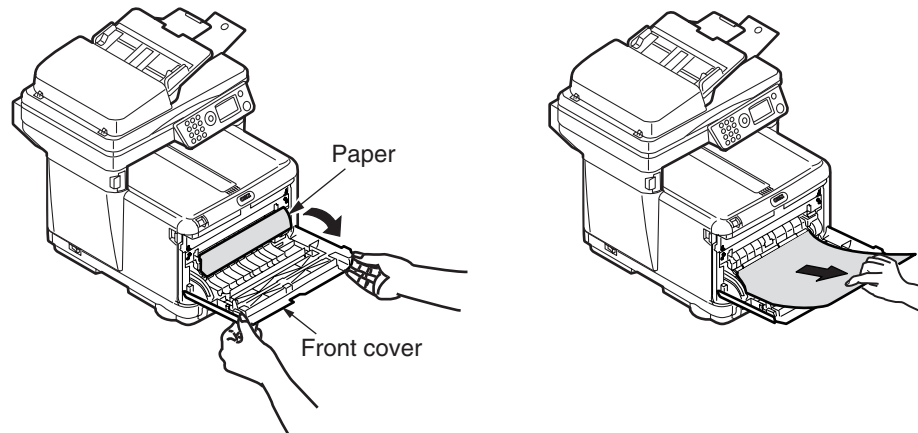
Open the front cover, if the front and the rear end of the paper can be seen, please pull the jammed paper out slowly.

As for paper size error, the paper can be automatically ejected. At this time, open and close the front cover, then the error can be released.

If the rear end can be seen



If the front end can be seen

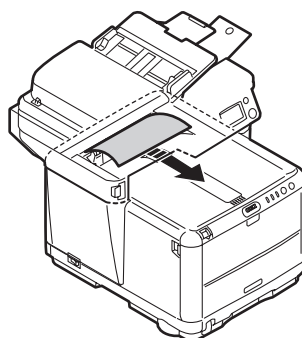


Paper eject part [paper eject jam]

Draw the paper out slowly from the exit.

Note! Even if paper jammed at the paper exit, when the paper can be seen inside the top cover, the paper should be removed inside the printer.

The fuser might be damaged if drawing the paper out from behind with too much force.



Jam Release Method ②

Fuser Unit Part [Paper feeding jam and paper eject jam]

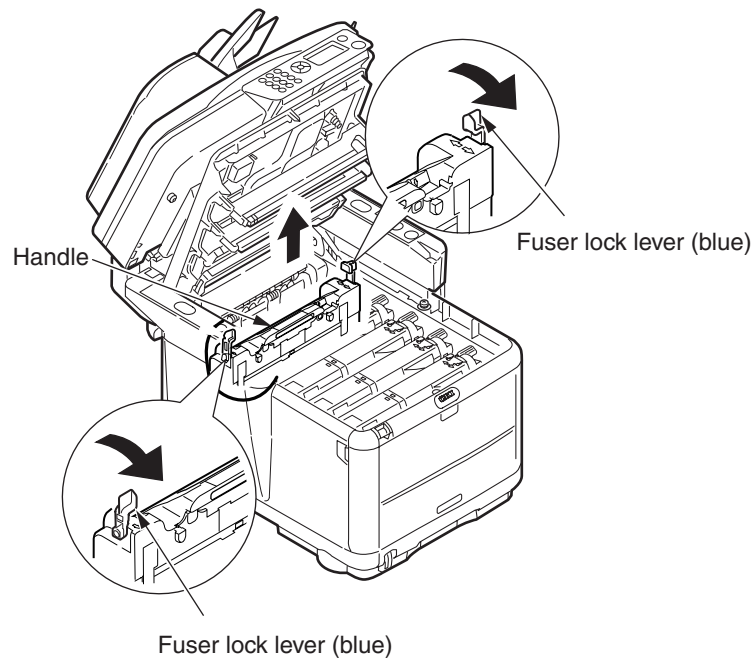
Caution

Possible to get burned.

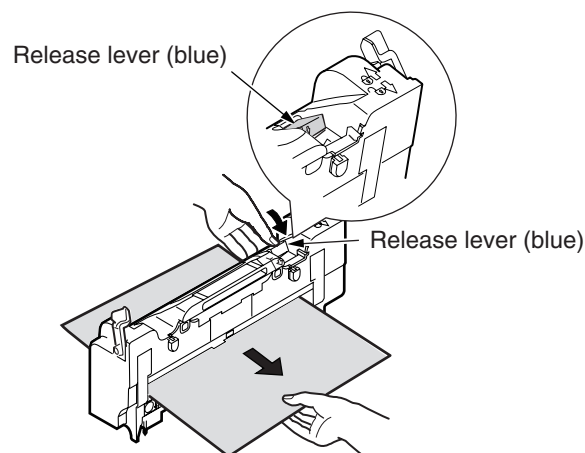


The fuser unit is extremely hot. Be careful not to touch it. If the fuser unit is hot, do not try yourself to clear paper but wait until the fuser unit becomes cool.

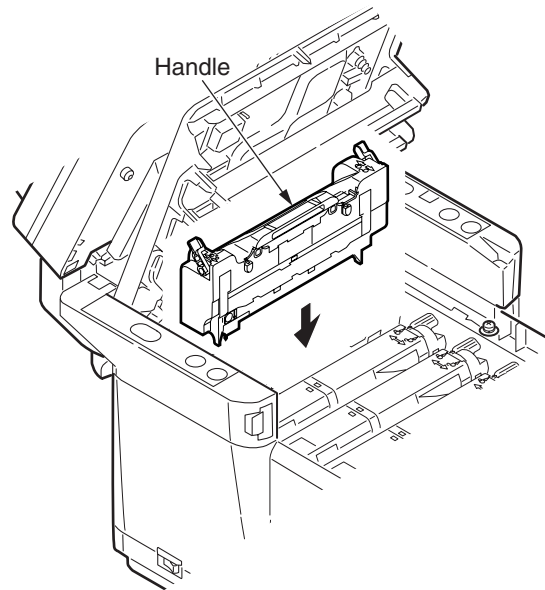
- (1) Raise the fuser lock lever (two blue places) in the direction of the arrow.
- (2) Hold the handle and take the fuser out, put it on a flat table.



- (3) Draw the jammed paper out slowly in the direction of the arrow, while pressing the lever of the fuser (blue) in the direction of the arrow.



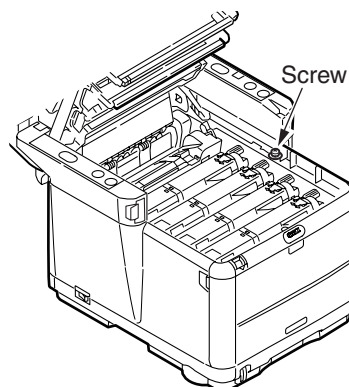
- (4) Hold the handle, return the fuser to the MFP softly.
- (5) Push the fuser lock lever (two blue places) down to the interior side, and fix it.



Note! After removing the paper jammed in the fuser, please print the menu map (section 3.6) and the white paper etc for several times because the unfixed toner may remain in the fuser.

Remove other jammed paper according to the following procedures when the paper jam error still cannot be released even if jammed paper has been removed.

- (1) Touch the screw by hand to remove the static.

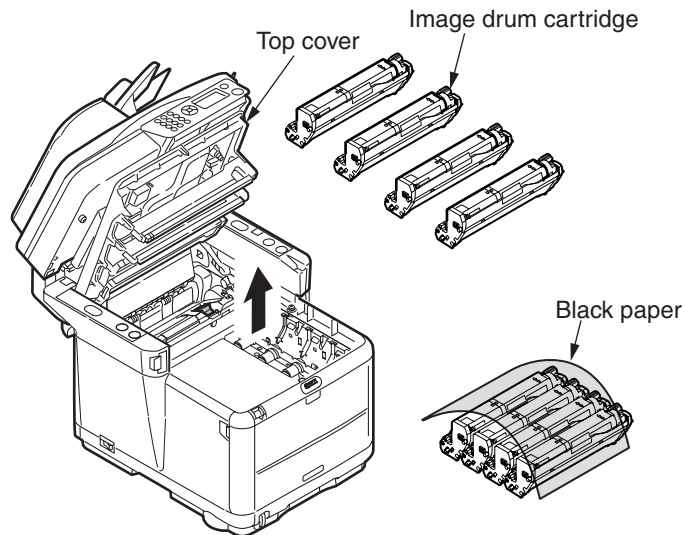


- (2) Take the image drum (four cartridges) out, and put them on a table with flat surface.
- (3) Cover the taken-out image drum cartridge with black paper.

Note!

- The image drum surface (green cylinder unit) is very delicate. Please handle with care.
- Never expose the image drum cartridge to direct sunlight or very bright light (more than 1500 lux).

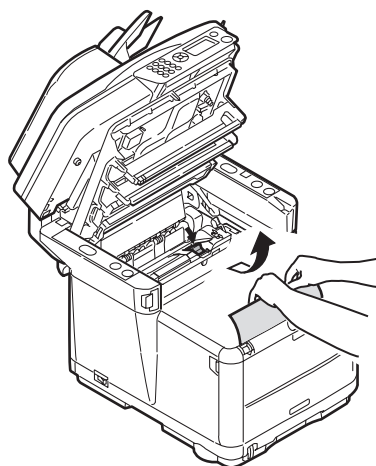
Do not expose it to normal room light for more than 5 minutes.



- (4) Carefully remove the jammed paper.

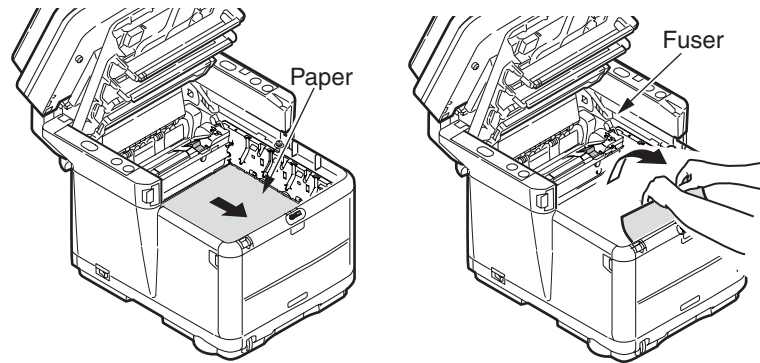
When the front end of the paper can be seen

Carefully remove the jammed paper inside the printer.



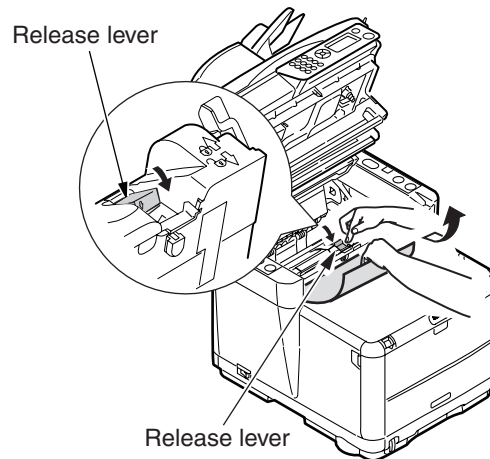
When the front and back end of paper cannot be seen

Carefully remove the jammed paper in the direction of the arrow.



When the back end of paper can be seen

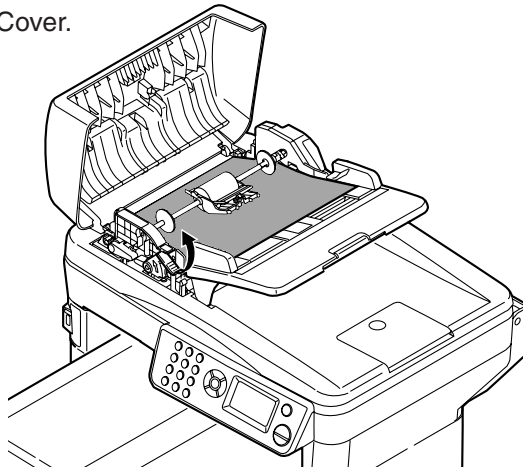
Press the release lever in the direction of the arrow, and carefully remove the jammed paper.



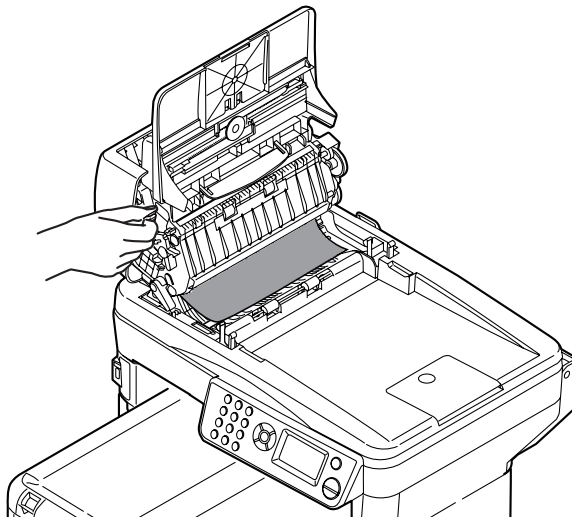
- (5) Put the image drum cartridge back into position.

Jam Release Method ③

- (1) Open the ADF Top Cover.

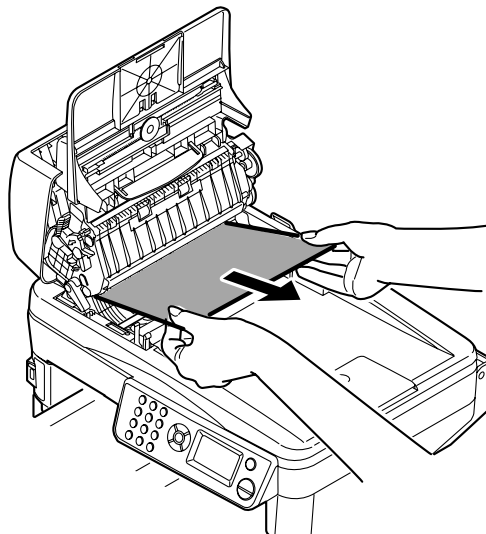


- (2) Pinch the ADF lock lever and turn the Kernel Assy up until it is locked.



- (3) Gently pull out the paper to the direction of the arrow.

Caution! Be sure not to pull out the paper swiftly, as it might be damaged.



- (4) Get back the Kernel Assy to the initial position.
(5) Close the ADF Top Cover.
(6) Press the stop button to restore the MFP.

7.5.2.(3) Paper Feed Jam (1st tray)

(3-1) Paper jam occurred immediately after turning on the printer. (1st tray)

Confirmation Items	Confirmation Tasks	Action at NG
(3-1-1) Check paper-feeding route condition		
Paper-feeding route inside the front unit	Open the front cover, and check whether the paper jam occurred during the route.	Remove the jammed paper.
(3-1-2) Check the mechanical parts' condition		
Check the sensor lever of the entry sensor 1 and 2.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(3-1-3) Check the electrical parts' condition		
Check the condition of sensor signal detection.	By using the switch scanning test function of the maintenance utility, check whether the sensor signal has been normally detected.	Replace the main board (M32 PCB) or front sensor board (MIP PCB) or the connecting cable with new one.
Check the output level of entry sensor 1 and 2.	Check the following signals of FSNS connector of main board (M32 PCB). 2pin: entry sensor 1 3pin: entry sensor 2 Operate and adjust the sensor lever in order to check the above signal level.	Replace the front sensor board (MIP PCB) with a new one.
Check the power supply of front sensor board (MIP PCB).	Check the power supply of 5V of CN connector of front sensor board (MIP PCB). 1pin: 5V power supply 5pin: 0V	Replace the connecting cable with a new one.

(3-2) Paper jam occurred immediately after paper feeding. (1st tray)

Confirmation Items	Confirmation Tasks	Action at NG
(3-2-1) Check paper- feeding route condition		
Paper-feeding route inside the front unit	Check whether the paper jam occurred during the route.	Remove the jammed paper.
(3-2-2) Check the mechanical parts' condition		
Check the sensor lever of the entry sensor 1 and 2.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(3-2-3) Check the motor operation		
Paper feed motor	By using the motor clutch test function of the maintenance utility, check whether paper feed motor operates normally.	Replace the main board (M32 PCB) or paper feed motor with new one.
Paper feed motor driver	Pull the HOP connector of main board (M32 PCB) out, check the following resistance value on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG	Replace the main board (M32 PCB) with a new one.

Confirmation Items	Confirmation Tasks	Action at NG
(3-2-4) Check the connection		
Check the cable connection.	By visual inspection, please check whether incompletely connection and oblique insertion of connector or defective cable assembly exists	Connect the cable normally. Replace the cable with a new one.
Paper feed motor cable	Check whether wire gnawing occurred during assembly of equipment. Pull the HOP connector of main board (M32 PCB) out, check the followings on the cable connector. Short circuit between 1pin-FG Short circuit between 2pin-FG Short circuit between 3pin-FG Short circuit between 4pin-FG	Replace the cable with a new one, and reassemble correctly.
Paper feed motor.	Pull the HOP connector of the main board (M32 PCB) out, check whether the resistance values between 1pin-2pin and 3pin-4pin are about 3.5W or 4.4W respectively on the cable side.	Replace the paper feed motor with a new one.
(3-2-5) Check the solenoid operation		
Paper feed solenoid	By using the motor clutch test function of the maintenance utility, check whether paper feed solenoid operates normally. Remove the sheet metal of the right side in order to check whether the solenoid can be seen.	Replace the main board (M32 PCB) or paper feed solenoid with new one.
Paper feed solenoid	Check whether the parts that may disturb the operation of moving parts of the solenoid exist (cable etc).	Assemble normally.
(3-2-6) Check the connection		
Paper feed solenoid cable	Check the cable connection. By visual inspection, please check whether incompletely connection and oblique insertion of connector or defective cable assembly exists.	Connect the cable normally. Replace the cable with a new one.
Paper feed solenoid cable	Check whether wire gnawing occurred during assembly of equipment. Pull the HSOL connector of main board (M32 PCB) out, check the followings on the cable side. Short circuit between 1pin-FG Check whether the resistance value between 1pin-2pin is about 82W with pulling the HSOL connector out.	Replace the cable with a new one. Replace the solenoid ASSY with a new one, and reassemble correctly.

7.5.2.(4) Paper Feed Jam (Multipurpose tray)

(4-1) Paper jam occurred immediately after turning on the printer. (Multipurpose tray)

Confirmation Items	Confirmation Tasks	Action at NG
(4-1-1) Check paper-feeding route condition		
Paper-feeding route inside the multipurpose tray	Check whether the paper jam occurred during the route.	Remove the jammed paper.
(4-1-2) Check the mechanical parts' condition		
Check the sensor lever of the entry sensor 2 and WR sensor.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(4-1-3) Check the electrical parts' condition		
Check the condition of sensor signal detection.	By using the switch scanning test function of the maintenance utility, check whether the sensor signal has been normally detected.	Replace the main board (M32 PCB) or front sensor board (MIP PCB) or the connecting cable with new one.
Check the output level of entry sensor 2 and WR sensor.	Check the following signals of FSNS connector of PU board (M32 PCB). 2pin: WR sensor 3pin: entry sensor 2 Operate and adjust the sensor lever in order to check the above signal level.	Replace the front sensor board (MIP PCB) with a new one.
Check the power supply of front sensor board (MIP PCB).	Check the power supply of 5V of CN connector of front sensor board (MIP PCB). 1pin: 5V power supply 5pin: 0V	Replace the connecting cable with a new one.

(4-2) Paper jam occurred immediately after paper feeding. (Multipurpose tray)

Confirmation Items	Confirmatin Tasks	Action at NG
(4-2-1) Check paper-feeding route condition		
Paper-feeding route inside the multipurpose tray	Check whether the paper jam occurred during the route.	Remove the jammed paper.
(4-2-2) Check the mechanical parts' condition		
Check the sensor lever of the entry sensor 2 and WR sensor.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
Front cover	Check whether the left and right lock of front cover has been locked normally. Confirm both right and left locks of the front cover work well.	Replace the front unit with a new one.
(4-2-3) Check the motor operation		
Paper feed motor	By using the switch scanning test function of the maintenance utility, check whether paper feed motor operates normally.	Replace the main board (M32 PCB) or paper feed motor with new one.
Paper feed motor driver	Pull the HOP connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MW Between 1pin-FG SEVERAL MW Between 2pin-FG SEVERAL MW Between 3pin-FG SEVERAL MW Between 4pin-FG	Replace the main board (M32 PCB) with a new one.
(4-2-4) Check the connection		
Paper feed motor cable	Check the cable connection.By visual inspection, check whether incompletely connection and oblique insertion of HOP connector of main board (M32 PCB) or defective cable assembly exists.	Connect the cable normally.Replace the cable with a new one.
Paper feed motor cable	Check whether wire gnawing occurred during assembly of equipment.Pull the HOP connector of main board (M32 PCB) out, check the followings on the cable side. Short circuit between 1pin-FG Short circuit between 2pin-FG Short circuit between 3pin-FG Short circuit between 4pin-FG	Replace the cable with a new one and reassemble correctly.
Paper feed motor	Pull the HOP connector of the main board (M32 PCB) out, check whether the resistance values between 1pin-2pin and 3pin-4pin are about 3.5W or 4.4W respectively.	Replace the paper feed motor with a new one.

7.5.2.(5) Paper transport jam

(5-1) Transport jam occurred immediately after turning on the printer.

Confirmation Items	Confirmation Tasks	Action at NG
(5-1-1) Check paper-feeding route condition		
Paper-feeding route inside the front unit	Check whether the paper jam occurred during the route.	Remove the jammed paper.
(5-1-2) Check the mechanical parts' condition		
Check the sensor lever of the WR sensor.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(5-1-3) Check the electrical parts' condition		
Check the condition of sensor signal detection.	By using the switch scanning test function of the maintenance utility, check whether the sensor signal has been normally detected.	Replace the main board (M32PCB) or front sensor board (MIP PCB) or the connecting cable with new one.
Check the output level of WR sensor.	Check the following signals of FSNS connector of main board (M32PCB). 4pin: WR sensor Operate and adjust the sensor lever in order to check the signal level.	Replace the front sensor board (MIP PCB) with a new one.
Check the power supply of front sensor board (MIP PCB).	Check the power supply of 5V of CN connector of front sensor board (MIP PCB). 1pin: 5V power supply 5pin: 0VL	Replace the connecting cable with a new one.

(5-2) Transport jam occurred immediately after paper pickup.

Confirmation Items	Confirmation Tasks	Action at NG
(5-2-1) Check feeding condition		
Paper feeding on the belt	Remove the ID unit, and check whether the paper jam occurred during the route.	Remove the jammed paper.
(5-2-2) Check the mechanical parts' condition		
Check the sensor lever of the WR sensor.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(5-2-3) Check the motor operation		
Paper feed motor, belt motor, ID up motor, ID motor	By using the motor clutch test function of the maintenance utility, check whether paper feed motor and belt motor and ID up motor and ID motor operates normally. Check whether the load exists.	As for a paper feed motor, belt motor, ID motor or ID up motor, please replace the main board (M32 PCB) with new one. Replace the paper feed motor or belt motor or ID motor or ID up motor with a new one. Replace ID unit and belt unit with new one. When trying to use a new belt unit, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.) When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
Paper feed motor driver, ID up motor driver, belt motor driver	Pull the HOP connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG Pull the IDUP connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG Pull the BELT connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG	As for a paper feed motor, belt motor, ID up motor, please replace the main board (M32 PCB) with a new one.

Confirmation Items	Confirmation Tasks	Action at NG
(5-2-4) Check the connection		
Paper feed motor cable, ID motor cable, belt motor cable, ID up motor cable, fuser motor cable	Check the cable connection. By visual inspection, check whether incompletely connection and oblique insertion of HOP connector, CID connector, BELT connector, IDUP connector and HEAT connector or defective cable assembly exists.	Assemble normally. Replace the cable with a new one.
Paper feed motor cable, belt motor cable, ID up motor cable	Check whether wire gnawing occurred during assembly of equipment. Pull the HOP connector of main board (M32 PCB) out, check the followings on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG Pull the BELT connector of main board (M32 PCB) out, check the followings on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG Pull the IDUP connector of main board (M32 PCB) out, check the followings on the cable side. SEVERAL MΩ Between 1pin-FG SEVERAL MΩ Between 2pin-FG SEVERAL MΩ Between 3pin-FG SEVERAL MΩ Between 4pin-FG	Replace the cable with a new one, and reassemble correctly.
Paper feed motor, belt motor, ID up motor	Pull each connector out of the board, and check the following resistance value between terminals on the cable side. HOP connector of main board (M32 PCB) Between 1pin-2pin: about 3.5Ω or 4.4Ω Between 3pin-4pin: about 3.5Ω or 4.4Ω BELT connector of main board (M32 PCB) Between 1pin-2pin: about 3.5Ω or 4.4Ω Between 3pin-4pin: about 3.5Ω or 4.4Ω IDUP connector of main board (M32 PCB) Between 1pin-2pin: about 7Ω or 6.7Ω Between 3pin-4pin: about 7Ω or 6.7Ω	Replace the paper feed motor, belt motor, ID up motor with a new one.

(5-3) Transport jam occurred during paper feeding.

Confirmation Items	Confirmation Tasks	Action at NG
(5-3-1) Check the motor operation		
Paper feed motor, belt motor, ID motor, ID up motor	By using the motor clutch test function of the maintenance utility, check whether the paper feed motor and belt motor and ID motor and ID up motor operate normally. Check whether the load exists.	Replace main board (M32 PCB) or the paper feed motor belt motor ID motor ID up motor or ID unit, belt unit with a new one. When trying to use a new belt unit, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.) When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
Paper feed motor driver, belt motor driver, ID up motor driver	Pull the HOP connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MΩ_Between 1pin-FG SEVERAL MΩ_Between 2pin-FG SEVERAL MΩ_Between 3pin-FG SEVERAL MΩ_Between 4pin-FG Pull the BELT connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MΩ_Between 1pin-FG SEVERAL MΩ_Between 2pin-FG SEVERAL MΩ_Between 3pin-FG SEVERAL MΩ_Between 4pin-FG Pull the IDUP connector of main board (M32 PCB) out, check the following data on the cable side. SEVERAL MΩ_Between 1pin-FG SEVERAL MΩ_Between 2pin-FG SEVERAL MΩ_Between 3pin-FG SEVERAL MΩ_Between 4pin-FG	As for paper feed motor or ID up motor or Belt motor, Please replace the main board (M32 PCB) with a new one.

(5-4) Transport jam occurred immediately after fuser is in position.

Confirmation Items	Confirmation Tasks	Action at NG
(5-4-1) Check the motor operation		
Fuser motor	By using the motor clutch test function of the maintenance utility, check whether fuser motor operates normally. Check whether load exists.	Replace the main board (M32 PCB) with a new one. Replace the fuser with a new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility.
(5-4-2) Temperature control of roller rotate speed		
Heat roller detected temperature	By using the switch scanning test function of the maintenance utility, check the heat roller detected temperature. Check whether abnormal low-temperature or high-temperature has been detected.	Replace the fuser with a new one; replace the rear sensor relay board (ZAK PCB) or main board (M32 PCB) with new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility.(See Note! on page 202.)
(5-4-3) Check the mounting of fuser		
Fuser	Check whether fuser has been mounted normally. (has the fuser been pressed to bottom?)	Mount the unit in position.

7.5.2.(6) Paper Exit Jam

(6-1) Paper eject jam occurred immediately after turning on the printer.

Confirmation Items	Confirmation Tasks	Action at NG
(6-1-1) Check paper-ejecting route condition		
Paper-ejecting route across paper eject part.	Check whether the paper jam occurred during the route.	Remove the jammed paper.
(6-1-2) Check the mechanical parts' condition		
Check the paper-ejecting sensor lever.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(6-1-3) Check the electrical parts' condition		
Check the condition of sensor signal detection.	By using the switch scanning test function of the maintenance utility, check whether the sensor signal has been normally detected.	Replace the main board (M32 PCB) or EXIT sensor or the connecting cable with new one.
Check the output level of EXIT sensor.	Check the following signals of RSNS connector of main board (M32 PCB). 9pin: EXIT sensor Operate and adjust the sensor lever in order to check the above signal level.	Replace the EXIT sensor with a new one.
Check the power supply of rear sensor relay board (ZAK PCB).	Check the power supply of 5V of CN2 connector of rear sensor relay board (ZAK PCB). 1pin: 5V power supply 3pin: 0VL	Replace the connecting cable with a new one.
(6-1-4) Check the conditon		
Signal wire of rear sensor relay board, EXIT sensor cable Signal wire of rear sensor relay board, EXIT sensor cable	Check whether FFC has been inserted into RELAY connector of main board (M32 PCB) and CN1 connector of rear sensor relay board (ZAK PCB) normally. Check whether the cable between color difference sensor board (ZAK PCB) and EXIT sensor has been connected normally.	Connect normally.
Signal wire of rear sensor relay board, EXIT sensor cable Signal wire of rear sensor relay board, EXIT sensor cable	Check whether wire gnawing, peel-off or defective cable assembly exists.	Replace the connecting cable with a new one and reassemble normally.

(6-2) Paper eject jam occurred immediately after paper pickup.

Confirmation Items	Confirmation Tasks	Action at NG
(6-2-1) Check the paper route condition		
Faceup stacker cover	Check whether the cover is completely close or open.	Do not keep the cover in incomplete close/open state.
Rear panel	Check whether rear panel is installed normally and may disturb the operation.	Reinstall the rear panel correctly.
Paper-ejecting route across paper eject part.	By visual inspection, check whether there exists something like load that may disturb the paper-ejecting operation. Check whether eject roller is jammed.	Repair the load.
(6-2-2) Check the mechanical parts condition		
Check the eject sensor lever.	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.
(6-2-3) Check the motor operation		
Fuser motor	By using the motor clutch test function of the maintenance utility, check whether fuser motor operates normally. Check whether load exists.	Replace the main board (M32 PCB) or fuser motor or fuser with new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)
(6-2-4) Check the connection		
Paper feed motor cable	Check the cable connection. By visual inspection, please check whether incompletely connection and oblique insertion of HEAT connector of main board (M32 PCB) or defective cable assembly exists.	Connect the cable normally. Replace the cable with a new one.
Fuser motor		Replace the fuser motor with a new one.

(6-3) Paper eject jam occurred during paper feeding.

Confirmation Items	Confirmation Tasks	Action at NG
(6-3-1) Check status of the motor operation		
Fuser Motor	By using the motor clutch test function of the maintenance utility, check whether fuser motor operates normally. Check whether load exists.	Replace the main board (M32 PCB) or fuser motor or fuser with new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)

7.5.2.(7) Paper Size Error

(7-1) Jam occurred when the rear end of paper is close to IN1 sensor.

Confirmation Items	Confirmation Tasks	Action at NG
(7-1-1) Check the paper feeding condition		
Paper overlapping	Open the front cover, and check whether two or more document sheets are fed overlapping.	If paper jam reoccurred after removing jammed paper, please replace the tongue piece of used tray.
Paper size	Check whether size of paper loading inside tray is compatible with specified paper size.	Change the size of specified paper or change the size of paper in the tray.
Entry sensor 1	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the sensor lever with a new one.

7.5.2.(8) ID Unit Up-Down Error (Service Call 140-143)

(8-1) Error occurred during ID unit up operation

Confirmation Items	Confirmation Tasks	Action at NG
(8-1-1) Check the load during up operation		
Load when ID unit is attached or removed	Check whether abnormal load exists when ID unit is attached or removed.	Replace the ID unit or right-and-left side plate with new one. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
Up-and-down link lever grease of right-and-left side	Check whether the slant of link lever is greased up.	Spread the grease evenly.
Assembly of up-and-down link lever of right-and-left side	Check whether the parts around the link lever that may disturb the movement of link lever exist. (Cable etc.)	Assemble correctly.
(8-1-2) Up-and-down mechanism		
Assembly condition around link lever	Check whether the link lever is connected with planet gear.	Assemble correctly.
Left-and-right link lever	Is the link lever set correctly in position of engagement?(Check whether the set position of link lever is out of gear tooth.)	Assembly correctly.
(8-1-3) Check the sensor		
Up-and-down sensor lever (which is integrated with left link lever)	Check whether there is something abnormal about the form of sensor lever and its movement.	Replace the left link lever with a new one.
Up-and-down sensor	Switch scanning test function of the maintenance utility.	Replace the high-voltage board with a new one.

(8-2) Error occurred during ID unit down operation

Confirmation Items	Confirmation Tasks	Action at NG
(8-2-1) Check the load during down operation		
Load when ID unit is attached or removed	Check whether abnormal load exists when ID unit is attached or removed.	Replace the ID unit or right-and-left side plate with new one.
Up-and-down link lever grease of right-and-left side	Check whether the slant of link lever is greased up.	Spread the grease evenly.
Assembly of up-and-down link lever of right-and-left side	Check whether the parts around the link lever that may disturb the movement of link lever exist. (Cable etc.)	Assemble correctly.

7.5.2.(9) Fuser Error (Service call 170-177)

(9-1) Error occurred immediately after turning on the printer.

Confirmation Items	Confirmation Tasks	Action at NG
(9-1-1) Trouble of thermistor Note)		
Upper thermistor, lower thermistor, frame thermistor, side thermistor (only C3530MFP/MC360)	Check whether short or open circuit exists. Check the resistance value of connector pins on the lower part of fuser. (Refer to Chapter 8.1 check the resistance value (Fuser))	Replace the fuser with a new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)
Mounting condition of fuser	Is the connector of lower part of fuser pressed in position in order to mount the fuser?	Reset the fuser.

Note! Because service call 171 error and 175 error may occur when the temperature of printer is below zero, please restart the printer after making it warm when the temperature of printer is low.

(9-2) Error occurred after turning on the printer for about 1 minute.

Confirmation Items	Confirmation Tasks	Action at NG
(9-2-1) Temperature rise of fuser		
Thermostat, halogen lamp	Perform the heater control of fuser, and by hand check whether the fuser is warmed up. Check that the resistance value between 1pin-7pin of connector is several Ω -several 10Ω with keeping the printer cool. (Refer to Chapter 8.1 check the resistance value (Fuser))	Replace the fuser with a new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)
(9-2-2) Temperature rise of fuser		
Installation of upper thermistor	The upper thermistor may be installed out of position, is the measured temperature lowered? Remove the heater cover, by visual inspection check whether bending of sensor occurs.	Replace the fuser with a new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)
Installation of lower thermistor	If the lower thermistor is not contacted, would the detected temperature be lower than actual temperature?	Replace the fuser with a new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)
(9-2-3) AC input for halogen		
AC voltage of low-voltage power supply	Is AC voltage supplied for heater normally? Between 1-3pin and 3-4pin of CN2 connector of power supply	Replace the low-voltage power supply.
Heater ON signal outputted from PU to low-voltage power supply	Check whether heater ON signal is activated in the warming-up timing. L is activated during ON. 20pin of POW connector of main board (M32 PCB)	Replace the main board M32 PCB) with a new one.

7.5.2.(10)Motor Fan Error(Service call 127)

(10-1) Fan cannot rotate.

Confirmation Items	Confirmation Tasks	Action at NG
(10-1-1) Cable connection, wire layout		
Cable connection, wire layout of low-voltage power supply and fuser fan and CU fan	Check whether the connector is connected normally. Check whether the redundant part of cable may touch the fan blade.	Reconnect the connector. Correct the wiring route. Replace the FAN with a new one.
(10-1-2) 24V power supply		
Fuse F7 of PU board (M32 PCB)	Check whether F3 are opened.	Replace the PU board (M32 PCB) with a new one.
24V power supply supplied to PU board (M32 PCB)	Check the power supply of POW connector of PU board (M32 PCB). 5, 6pin: 24V 1, 2pin: 0VP	Replace the low-voltage power supply.

Note! Precaution for using FUSE KEEP MODE of the maintenance utility for troubleshooting

- “Please click on the [Execute] button to enter FUSE KEEP mode” is displayed whenever you try to set FUSE KEEP MODE to ON from the maintenance utility regardless of the current setting.
- If you want to set it to OFF reliably, please turn down the power of the device once.

7.5.2.(11) Print Speed is Slow (Low Performance)

(11-1) The print speed will fall to about 2ppm after the continuous print started for about ten minutes.

Confirmation Items	Confirmation Tasks	Action at NG
(11-1-1) Ambient temperature		
The ambient temperature of the set position of printer	Is the printer set in narrow position that will result in abnormal high ambient temperature and low cooling effect taken from fan?	Adjust the installation environment. (Be careful to check whether the air duct and exhaust of fan is plugged.)

(11-2) The print speed slowed down

Confirmation Items	Confirmation Tasks	Action at NG
(11-2-1) Media Weight setting		
Specified Media Weight when printing.	Check whether the specified Media Weight is correct.	Correct the Media Weight.

7.5.2.(12) LED head is not recognized (Error 131,132,133,134)

(12-1) Service Call 131-134 (LED HEAD Missing)

Confirmation Items	Confirmation Tasks	Action at NG
(12-1-1) Check the connection		
Connection of main board connector and head connector	By visual inspection, check the FFC connection.	Connect normally.
Head FFC	Remove the head FFC from equipment, and check whether the wire-break and peeling off of coating occurred.	Replace head FFC or main board with a new one.
Fuse conduction on the main board.	Check that F5 fuse isn't broken. Check the voltage between two terminals of capacitor CP13 is 5V. (Please refer to chapter 7.6.)	Replace the F5 or main board with a new one.

7.5.2.(13) Toner cartridge is not recognized (Error 540, 541, 542, 543)

(13-1) Consumable error

Confirmation Items	Confirmation Tasks	Action at NG
(13-1-1) Mouting condition of Consumable		
ID unit and toner cartridge	Is ID unit set in position? Check whether lock lever of toner cartridge is locked.	Reset normally.

(13-2) Toner sensor error

Confirmation Items	Confirmation Tasks	Action at NG
(13-2-1) Toner sensor condition		
Toner sensor	Does the core of toner sensor get dirty from toner?	Wipe the dirt of sensor off.
Toner sensor	By using the switch scanning test function of the maintenance utility, check whether the sensor is normal. Check whether the SCAN condition is changed with a white paper covering in front of sensor. Furthermore, start the printer with right side cover removed, and check whether the red lamp of toner sensor blinks over PRE board.	Replace the toner sensor board (PRE PCB) or main board M32 PCB) or FFC between PRE-M32 with new one.

(13-3) Defective mechanism error

Confirmation Items	Confirmation Tasks	Action ot NG
(13-3-1) Load condition of ID unit		
ID unit	Is the load of the ID unit added by the waste toner belt etc?	Replace the ID unit with a new one. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
ID motor	By using the motor clutch test function of the maintenance utility, check whether each ID motor operates normally. Check whether the load exists.	Replace the main board (M32 PCB) or ID motor with new one.

7.5.2.(14) Fuse Cut Error (Service call 150-155)

(14-1) Fuse cut errors

Confirmation Items		Confirmation Tasks	Action at NG
(14-1-1) Check the connection			
	FFC connected with main board (M32 PCB) and toner sensor board (PRE PCB)	Check whether incompletely connection and oblique insertion of SSNS connector of main board (M32 PCB) and SSNS connector of toner sensor board (PRE PCB) exists. Check whether the wire-break and peeling off of coating for FFC occurs.	Connect FFC correctly. Or replace FFC with a new one.
(14-1-2) Fuse cut circle			
	Main board (M32 PCB)	After checking the connection, turn on the printer again, and then check whether error occurs.	Replace the main board (M32 PCB) with a new one.

7.5.2.(15) Dew Condensation Errors (Service call 123)

(15-1) Dew Condensation

Confirmation Items		Confirmation Tasks	Action at NG
(15-1-1) Check of the connection			
	Connection of main board (M32 PCB) and high-voltage board	Check whether 12-pole FFC is normally connected with the HVOLT connector of main board (M32 PCB). Check whether 12-pole FFC is normally connected with the CN1 connector of high-voltage board. Check whether incompletely connection and oblique insertion occurs.	Reinsert the cable normally.
	Connection of main board (M32 PCB) and high-voltage board	Check the wire-break by tester. By visual inspection, check whether peeling off of coating occurs.	Replace FFC with a new one.
(15-1-2) Environment condition			
	Extreme change of environment condition	Is environment temperature changed from low to high in a short time? (For example, move from cold storage area to office environment.)	After moving the printer to the new environment for about one hour till it adapts to new environment, turn on the printer again. Before turning on the printer, please check the temperature of sheet metal of rear control panel and inner sheet metal by hand and check that the difference between the above and room temperature doesn't exist, then turn on again.

7.5.2.(16) RFID Related Error

(16-1) A toner cartridge not installed

Confirmation Items	Confirmation Tasks	Action at NG
(16-1-1) Check attachment of the toner cartridge		
Attachment status of the toner cartridge	Confirm that appropriate toner cartridges are used.	Replace with an appropriate spare toner cartridge that is not the starter toner cartridge.
(16-1-2) Check mode of toner cartridge		
Starter toner cartridge mode (STC) or Normal toner cartridge mode (NTC)	Print out the menu map by continuation of operation by opening/closing the cover restoring the power, and check STC mode/NTC mode and installation of STC/NTC. Check the menu map for the following values.ET:* KYMC-**** Every toner cartridge is in STC mode when the least significant digit of ET is F, or in NTC mode when 0. Every toner cartridge is in STC when the KYMC value is 0000, or in NTC mode when 1111. If STC is installed in NTC mode, the non-installation error occurs.	Replace with an appropriate spare toner cartridge that is not the starter toner cartridge.

(16-2) Detection of an inappropriate toner cartridge

Confirmation Items	Confirmation Tasks	Action at NG
(16-2-1) Check for an inappropriate toner cartridge		
Check the toner cartridge	Check the status monitor for error details. Error: 554-557, 614-617, 620-623	Replace with a usable appropriate spare toner cartridge that is not a starter toner cartridge.

(16-3) Detection of an inappropriate toner cartridge

Confirmation Items	Confirmation Tasks	Action at NG
(16-3-1) Check for an inappropriate toner cartridge		
Check the toner cartridge	Check the status monitor for error details. Error: 550-553	Replace with a usable appropriate spare toner cartridge that is not a starter toner cartridge.

(16-4) RFID communication error

Confirmation Items	Confirmation Tasks	Action at NG
(16-4-1) Check the connection		
Confirmation ItemsCheck the connection of the RFID PCB	Check the connection of it to the M32 (main) board, the LUM (RFID reader/writer) board, and the POL (RFID antenna PCB) board.	Reconnect the poorly connected cable. If the same error occurs in rechecking, replace the LUM board and/or M32 board.

7.5.3 Image Problem Troubleshooting

(1) Color is totally pale (Figure 7.2 A).....211
(1-1) Color is pale 211
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Note! When replacing the PU board (PRX PCB), please read the content on the EEPROM chip of the old board and copy it to the new board..

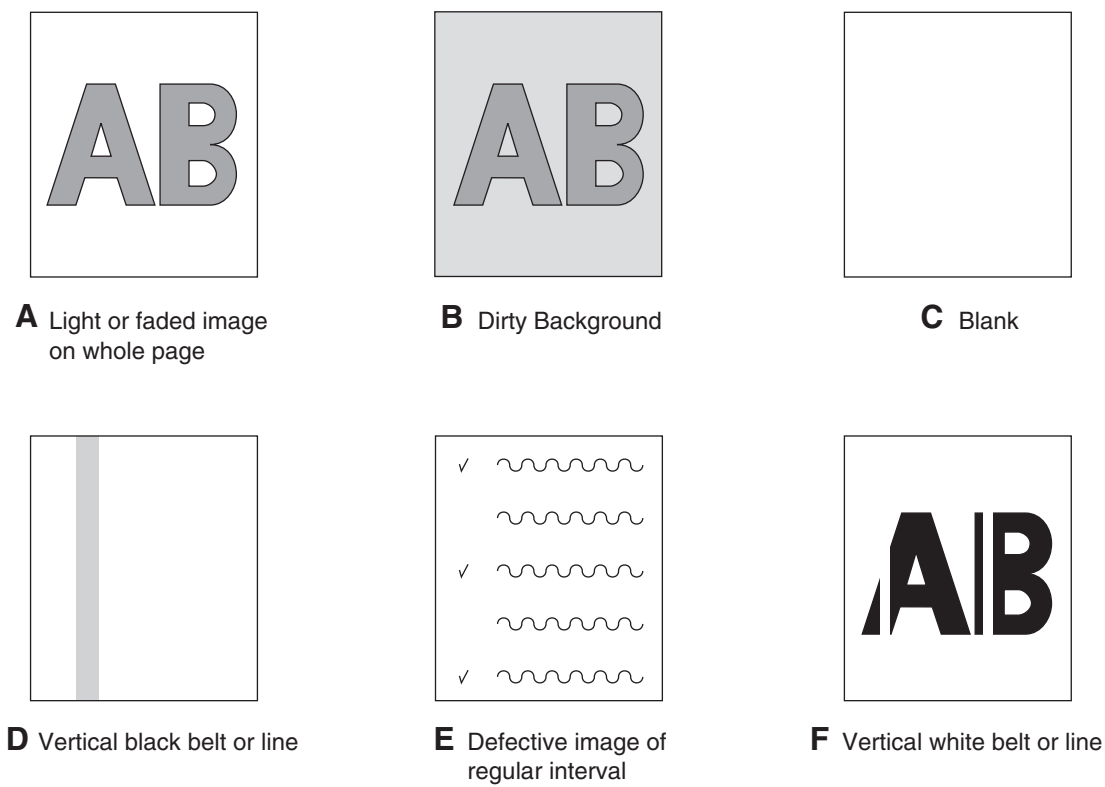


Figure 7.2

7.5.3.(1) Color is totally pale (Figure 7.2 A)

(1-1) Color is pale

Confirmation Items	Confirmation Tasks	Action at NG
(1-1-1) Toner		
Residual toner	Confirm that "TONER LOW" or "TONER EMPTY" is not shown in the operation panel.	Replace the toner cartridge with a new one.
Tape of toner cartridge opening	Check whether tape of toner cartridge opening is peeled off.	Keep the lever of the toner cartridge in close state and peel off the tape of the opening.
(1-1-2) LED head		
Lens of LED head	Check whether the surface of lens of LED head gets dirty from toner and paper scrap.	Clean the lens by LED head lens cleaner.
Mounting condition of LED head	Check whether the LED head is correctly installed to the LED holder. Check whether right and left tension spring is correctly installed.	Remount normally.
(1-1-3) Printing media		
Medium type	Check whether the printed media is especially thick	Please use specified paper.
(1-1-4) High voltage terminal		
ID unit terminal	By visual inspection, check whether the high-voltage terminals of ID unit are normally contacted with contacting ASSY. (Please refer to Figure 7-3)	Replace the ID unit or correct the high-voltage terminals. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
(1-1-5) Mounting condition of ID unit		
Down position of ID unit (defective copy function)	Try to move the ID unit in and out by hand, check whether ID unit can go down to correct down position without abnormal load. If paper can be easily inserted between the drum and the belt, it means NG.	Check the U ditch of the side plate. If it is impossible to be repaired, please replace the equipment.

7.5.3.(2) Background is dirty (Figure 7.2 B)

(2-1) Background is dirty (partly)

Confirmation Items	Confirmation Tasks	Action at NG
(2-1-1) ID unit		
Optical exposure of drum	Is the surface of the drum exposed to bright light for a long time?	Replace the ID unit with a new one. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
Leakage of toner	Does leakage of toner from ID unit or toner cartridge occur?	Replace the ID unit or toner cartridge with new one. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
(2-1-2) Fuser		
Offset toner of fuser	By visual inspection, check whether offset toner printed for last time adheres to fuser.	Try to use waste media to repeat the empty print for offset toner till print can be normally performed. Or replace the fuser with a new one. When trying to use a new fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.)

(2-2) Background is dirty (totally)

Confirmation Items	Confirmation Tasks	Action at NG
(2-2-1) Media for printing		
Media type	Check whether the printed media is especially thin.	Please use specified paper.
(2-2-2) High-voltage terminals		
ID unit terminals	By visual inspection, check whether the high-voltage terminals of ID unit are normally contacted with contacting ASSY. (Please refer to Figure 7-3)	Replace the ID unit or correct the high-voltage terminals. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)

7.5.3.(3) Blank Print (Figure 7.2 C)

(3-1) Blank on the whole page

Confirmation Items	Confirmation Tasks	Action at NG
(3-1-1) Toner condition		
Residual toner	Check whether the toner in the toner cartridge remains enough.	Replace toner cartridge with a new one.
(3-1-2) Exposure condition		
LED head	With the close cover, check whether LED head faces to the drum in position. Check whether the parts that may disturb the light emitting from light-emitting surface of LED head exist.	Correct the LED head setting.
Connection of LED head	Check whether the LED head is correctly connected.	Replace the LED head with a new one.
Drum shaft	Is drum shaft correctly contacted with left and right side plate?	Replace the ID unit with a new one. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
(3-1-3) High-voltage terminals		
ID unit terminals	By visual inspection, check whether the high-voltage terminals of ID unit are normally contacted with contacting ASSY. (Please refer to Figure 7-3)	Replace the ID unit or replace the high-voltage board or correct the high-voltage terminals. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)

7.5.3.(4) Vertical lines are printed

(4-1) Thin vertical lines (with color) (See Figure 7.2 **D**)

Confirmation Items	Confirmation Tasks	Action at NG
(4-1-1) ID unit condition		
Filming of ID unit	Print without toner?	Replace the toner cartridge with a new one. If trouble is occurred again after replacing, please replace ID unit with a new one. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)

(4-2) Thin vertical lines (without color) (See Figure 7.2 **F**)

Confirmation Items	Confirmation Tasks	Action at NG
(4-2-1) LED head condition		
LED head	Does any foreign adhere to light-emitting surface of SELFOC lens of LED head?	Remove the foreign.
(4-2-2) Paper feeding condition		
Feeding route	Check whether the barricade resulted from unfixed toner scratched during unfixed paper transport route exists.	Remove the barricade.

7.5.3.(5) Cyclic Print Trouble (Refer to Figure 7.2 E)

(5-1) Vertical cyclic print trouble

Confirmation Items	Confirmation Tasks	Action at NG
(5-1-1) Period		
Image drum	Check whether the period is 75.4mm.	Exchange the ID unit.
Development roller	Check whether the period is 34.05mm for Y, M-ID and 31.62mm for K,C-ID.	Exchange the ID unit.
Toner supply roller	Check whether the period is 46.21mm for Y, M-ID and 42.91mm for K,C-ID.	Exchange the ID unit.
Charging roller	Check whether the period is 31.42mm.	Exchange the ID unit.
Upper roller of fuser	Check whether the period is 79.3mm.	Exchange the fuser unit.
Lower belt of fuser(C3530)	Check whether the period is 75.4mm.	Exchange the fuser unit.
Lower roller of fuser(C3520)	Check whether the period is 75.4mm.	Exchange the fuser unit.
Transfer roller (Black)	Check whether the period is 50.27mm.	Exchange the belt unit.
Transfer roller (Color)	Check whether the period is 43.98mm.	Exchange the belt unit.
		When trying to use a new belt and fuser, please utilize the fuse keep mode of the maintenance utility. (See Note! on page 202.) When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)

7.5.3.(6) Color drift is wide.

(6-1) "IN ADJUSTING COLOR REGISTRATION" is shown only a short time

Confirmation Items	Confirmation Tasks	Action at NG
(6-1-1) Result of color difference correction		
Time of color difference correction(If the correction is normal, it should be about 30 seconds.)	Please perform REG ADJUST TEST of color difference correction test function of the maintenance utility, and then check the result of test.	Clean the sensor. Replace the shutter with a new one. Replace the main board (M32 PCB). Replace the color difference sensor board (PRE PCB).
(6-1-2) Toner		
Residual toner	Check whether "TONER LOW" or "TONER EMPTY" is displayed by the status monitor.	Replace the toner cartridge with a new one.
(6-1-3) Color difference sensor		
Dirt of sensor	Does the sensor get dirty from toner and paper scrap?	Wipe the dirt off.
(6-1-4) Color difference sensor shutter		
Defective operation of shutter	By using the motor clutch test function of the maintenance utility, check whether the shutter operates normally.	Replace the shutter with a new one or correct the mechanism.

(6-2) Although REG ADJUST TEST of the engine maintenance function is OK, Color drift is seen

Confirmation Items	Confirmation Tasks	Action at NG
(6-2-1) Paper feed system		
Paper feed system condition of paper-feeding route	Check whether the parts that may disturb the operation during paper-feeding route exist.	Remove the parts.

7.5.3.(7) Solid Black Print

(7-1) Solid black on a full page

Confirmation Items	Confirmation Tasks	Action at NG
(7-1-1) High-voltage contact condition		
CH terminal	By visual inspection, look down to check whether high-voltage terminal of left side of ID unit that protrudes from the equipment is normal.	Replace the terminal of equipment side with a new one.
CH terminal	Check whether the high-voltage terminal of high-voltage board is in normal contact state. Open the left cover and remove the high-voltage board, check whether terminal is installed abnormally.	Reinstall the terminal normally.
ID unit terminal	By visual inspection, check whether the high-voltage terminals of ID unit are normally contacted with contacting ASSY. (Please refer to Figure 7.3)	Replace the ID unit or correct the high-voltage terminals. When trying to use a new ID unit, please be careful not to break the fuse with jig inside the ID unit. (Please refer to page 180)
(7-1-2) High-voltage output condition		
CH output	When high-voltage probe is used as maintenance tool, please open the left cover and check the CH output from solder side of high-voltage board by high-voltage probe during printing. (High-voltage probe is not a usual maintenance tool.)	Replace the high-voltage board with a new one.

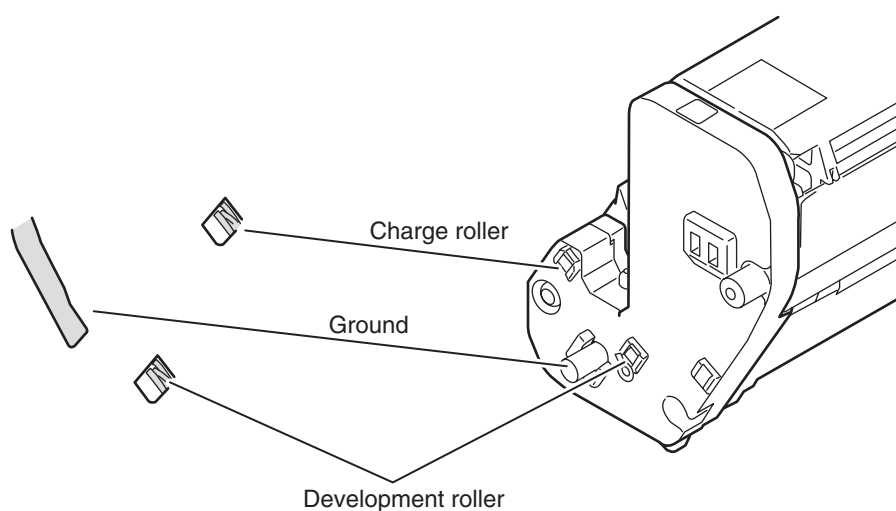


Figure 7.3

7.5.4 Response after Flash compulsive initialization

Explain the response after compulsive initialization is performed with trouble occurred in Flash.

(1) Flash compulsive initialization

If Flash compulsive initialization is performed, the following data would be deleted and the network and fax would not be available.

- NIC-Firmware
- WebPage data
- FAX-Firmware
- Log data
- Address data
- Message data

It is necessary to write above Firmware and data into Flash by the maintenance utility.

Note! Do not carry it out usually.

7.5.5 Network Troubleshooting

(1) Cannot print from Utility.

Confirmation Items	Confirmation Tasks	Action at NG
(1) Check the LINK lamp.		
Check whether LINK lamp(green) is lighted.	Check whether HUB and printer are connected normally. (Check the network cable connection.)	Reconnect the network cable normally.
	Check whether straight cable is used.	Replace with straight cable.
	Try to insert the network cable into different HUB port.	Try to replace the HUB.
(2) Check the network information.		
Check whether network information can be printed normally.	Press the Push-SW of NIC card, and then print out the network information.	Rewrite the NIC-Firmware by utility.
(3) Check the content of network information		
Check IP address, Subnet mask, Gateway address.	Print out the network information. Check IP address, Subnet mask, Gateway address.	Set the IP address, Subnet mask, Gateway address correctly.
(4) Check whether the communication on the network is normal.		
Send the Ping command from PC to printer to check	Send the Ping command from PC to printer, and check whether the response is correct.	Set the IP address, Subnet mask, Gateway address correctly.
(5) Check the utility		
Check the settings of OKIPR utility.	Check the setting items of OKIPR utility.	Set the setting items of OKIPR utility correctly.
(6) Check the OS standard port.		
Check windows (NT, 2000,XP) standard LPR port.	Set windows (NT, 2000,XP) standard LPR port, and check whether print is normal.	Set windows (NT, 2000,XP) standard LPR port correctly.

7.6 Fuse Checking

If the following errors occur, please check each fuse of the main board (M32 PCB). (Please refer to Table 7-6)

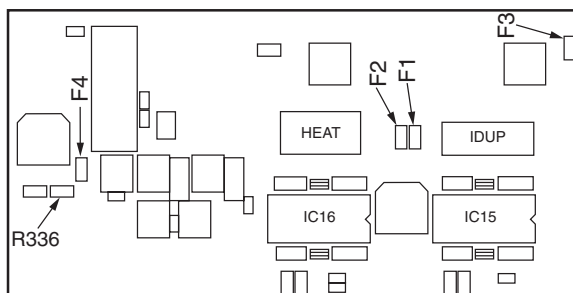
Table 7-6 Fuse Errors

Fuse Name		Error Description	Insert Point
Main board (M32 PCB)	F6	Hopping error Paper s conveying error	Paper feed motor, fuser motor 24V
	F5	Papers conveying error ID UP/DOWN error	Belt motor, ID UP/DOWN motor 24V
	F7	FAN error Hopping error	Solenoid, FAN Fuse cutter 24V
	F4	Cover open	Sensor etc. 5V
	F8	Service call 130 to 134 error	LED HEAD 5V
	R346	The LED turned off without control began.	For controlling 3.3V
	F501	Scanner does not work	Scanner unit 30V
	F1	FAX PCB does not work	FAX PCB 5V
High Voltage Board	F1	Cover open error	High voltage 24V
	F2	POWER LSI error	High voltage 5V

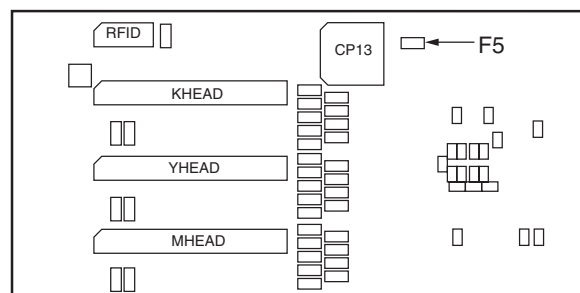
Fuse information list and Mounting place

		Maker name	Model name	Figure NO	Rated current	Rated voltage	Mounting place
Main board	F4, F6, F7 F502 R346	LITTEL	0494 002NR	5402212S0202	2A	32V	Please refer to enlarged drawing 1 of the main M32 board parts.
	F1, F5	LITTEL	0494 001NR	5402212S0102	1A	32V	Please refer to enlarged drawing 1 of the main M32 board parts.
	F8	LITTEL	0494 003NR	5402212S0302	3A	32V	Please refer to enlarged drawing 2 of the main M32 board parts.
	F501	LITTEL	0466 002NR	5402207S7202	2A	63V	Please refer to enlarged drawing 2 of the main M32 board parts.
High-voltage board	F1	WICKMAN or LITTEL(*1)	3821200 0663 002	---	2A	50V	Page 227 Please refer to the figure of high-voltage power supply board
	F2	WICKMAN or LITTEL(*1)	3821125 0663 1.25	---	1.25A	50V	Page 227 Please refer to the figure of high-voltage power supply board

*1 : Fuse F1 and F2 of the high-voltage board should be specified by WICKMAN or LITTEL.



Enlarged drawing 1 of the main (M32) board

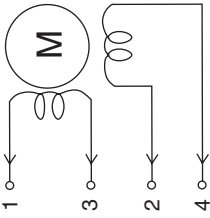
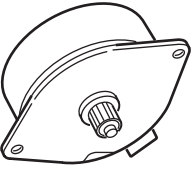
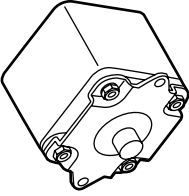
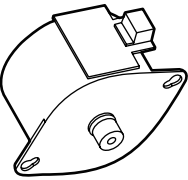
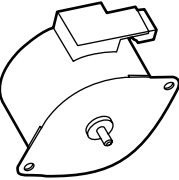
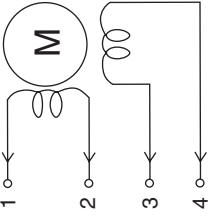
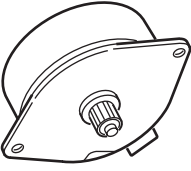


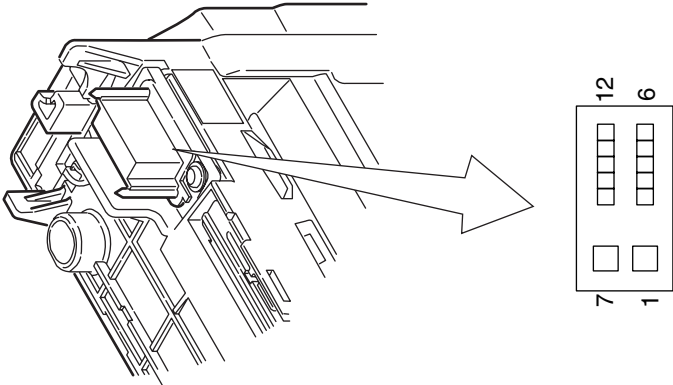
Enlarged drawing 2 of the main (M32) board

8. CONNECTION DIAGRAMS

8.1 Check of resistance values

Unit	Circuit diagram & configuration	Part schematic	Resistance value
Transport belt motor			Between pin 1 and pin 2: 3.5Ω Between pin 3 and pin 4: 3.5Ω or Between pin 1 and pin 2: 4.4Ω Between pin 3 and pin 4: 4.4Ω or Between pin 1 and pin 2: 4.5Ω Between pin 3 and pin 4: 4.5Ω
ID motor			Both ends of IP1: 1Ω or less

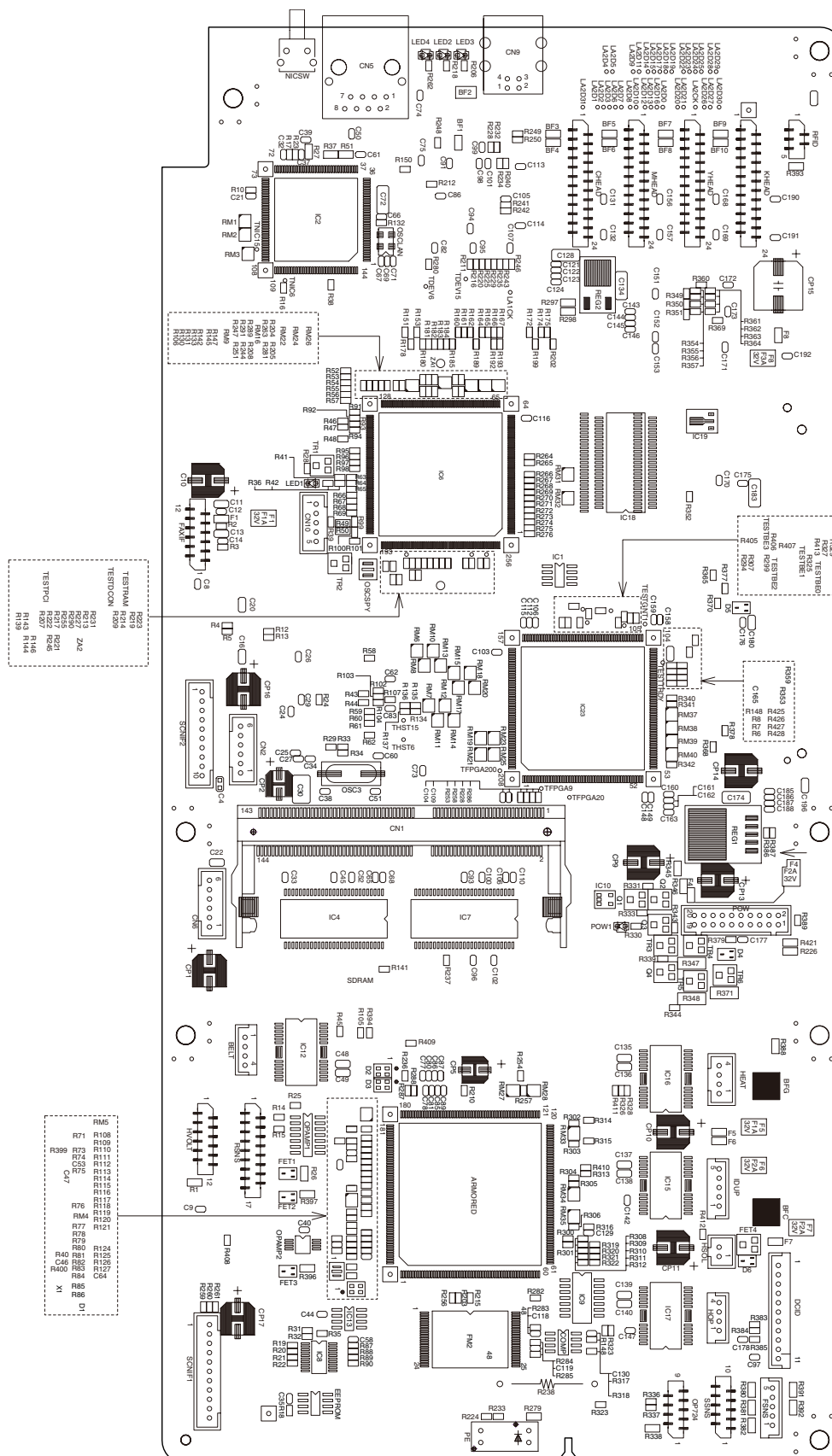
Unit	Circuit diagram & configuration	Part schematic	Resistance value
ID up-down motor			Between pin 1 and pin 3: 6.7Ω Between pin 2 and pin 4: 6.7Ω or Between pin 1 and pin 3: 7Ω Between pin 2 and pin 4: 7Ω
Fuser motor	C3530MFP/ MC360		Between pin 1 and pin 3: 2.4Ω Between pin 4 and pin 6: 2.4Ω
	C3520MFP/MC350 Made by Nippon Miniature Bearing Co., Ltd.		Between pin 1 and pin 2: 5Ω Between pin 3 and pin 4: 5Ω
	C3520MFP/MC350 Made by Micro Engineering Co., Ltd.		Between pin 1 and pin 2: 3.4Ω Between pin 3 and pin 4: 3.4Ω
Paper feeding motor			Between pin 1 and pin 2: 3.5Ω Between pin 3 and pin 4: 3.5Ω or Between pin 1 and pin 2: 4.4Ω Between pin 3 and pin 4: 4.4Ω or Between pin 1 and pin 2: 4.5Ω Between pin 3 and pin 4: 4.5Ω

Unit	Circuit diagram & configuration	Part schematic	Resistance value
Fuser unit	Upper roller heater Thermostat Upper thermally sensitive resistor Lower thermally sensitive resistor Frame thermally sensitive resistor Frame thermally sensitive resistor Side thermally sensitive resistor (C3400) C3300 is not use Fuse		Between pin 1 and pin 7: severalΩ~ scores10Ω Between pin 2 and pin 3: about 4kΩ~ 5338Ω (0~200°C) Between pin 5 and pin 6: about 4.7k~979.2kΩ (0~200°C) Between pin 8 and pin 9: about 1k~806.5kΩ (0~200°C) Between pin 4 and pin 10: about 4.7k~979.2kΩ (0~200°C) Between pin 11 and pin 12: Open

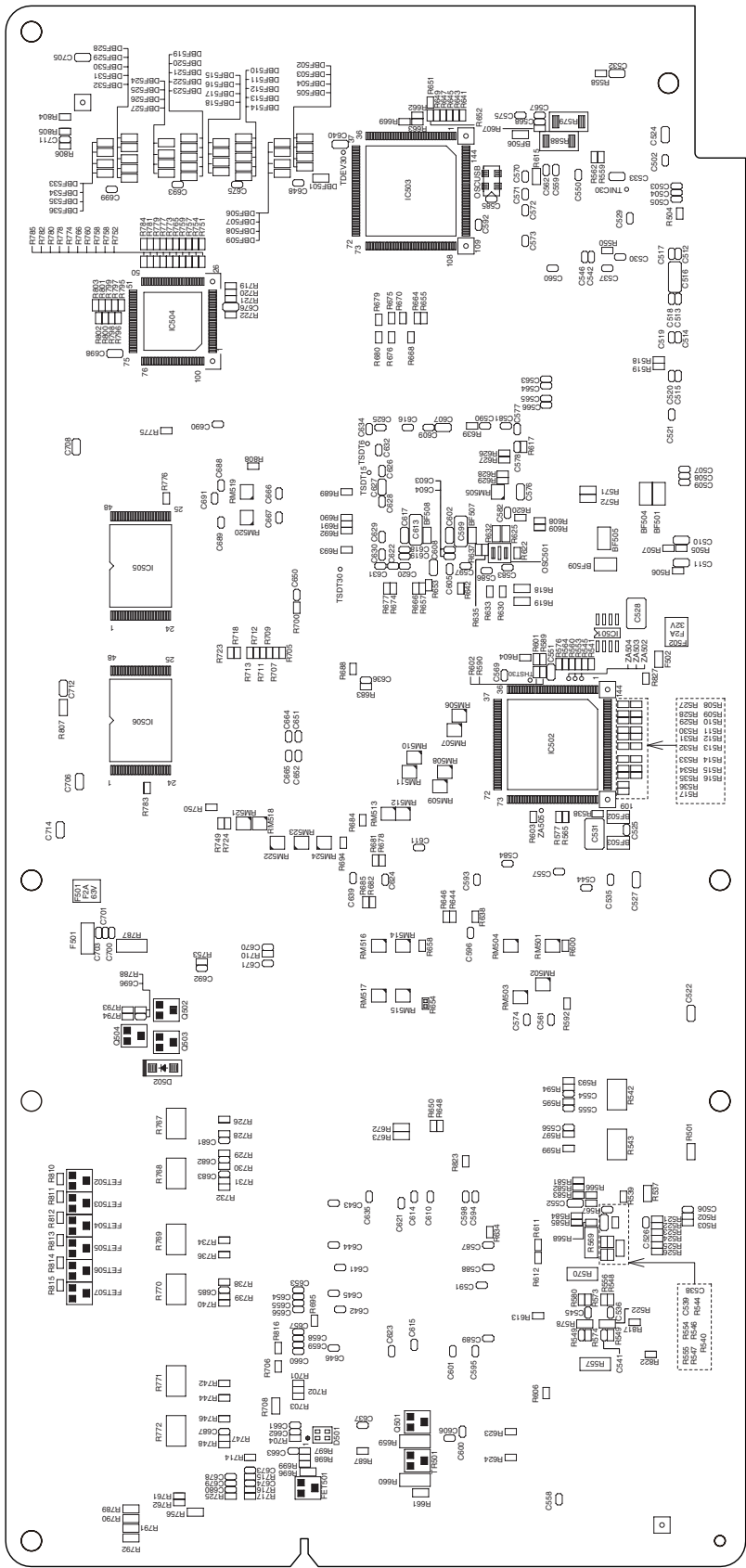
8.2 Component layout

(1) Main circuit board PCB used for C3530MFP(M32-2 PCB)

Component side

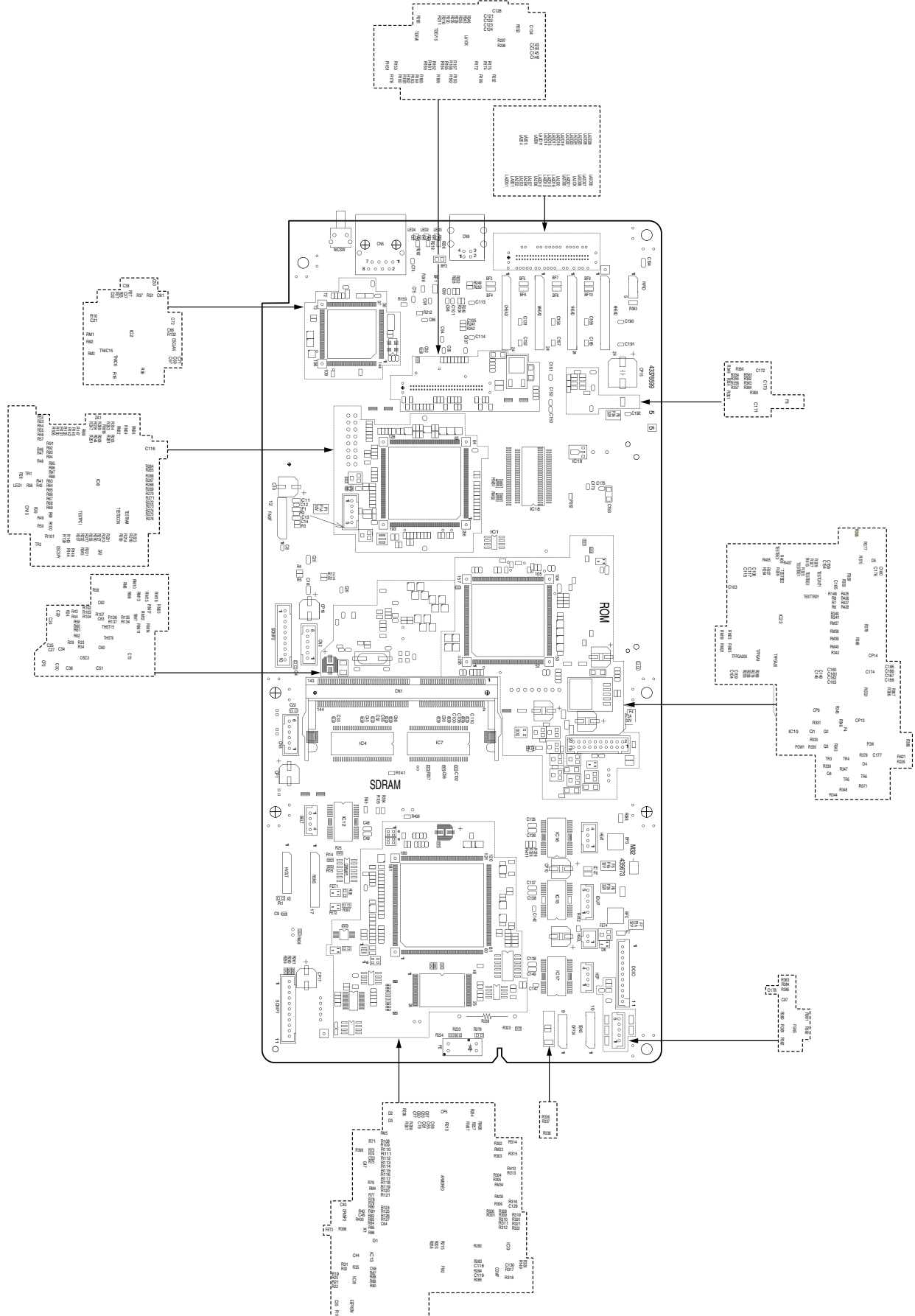


Solder side

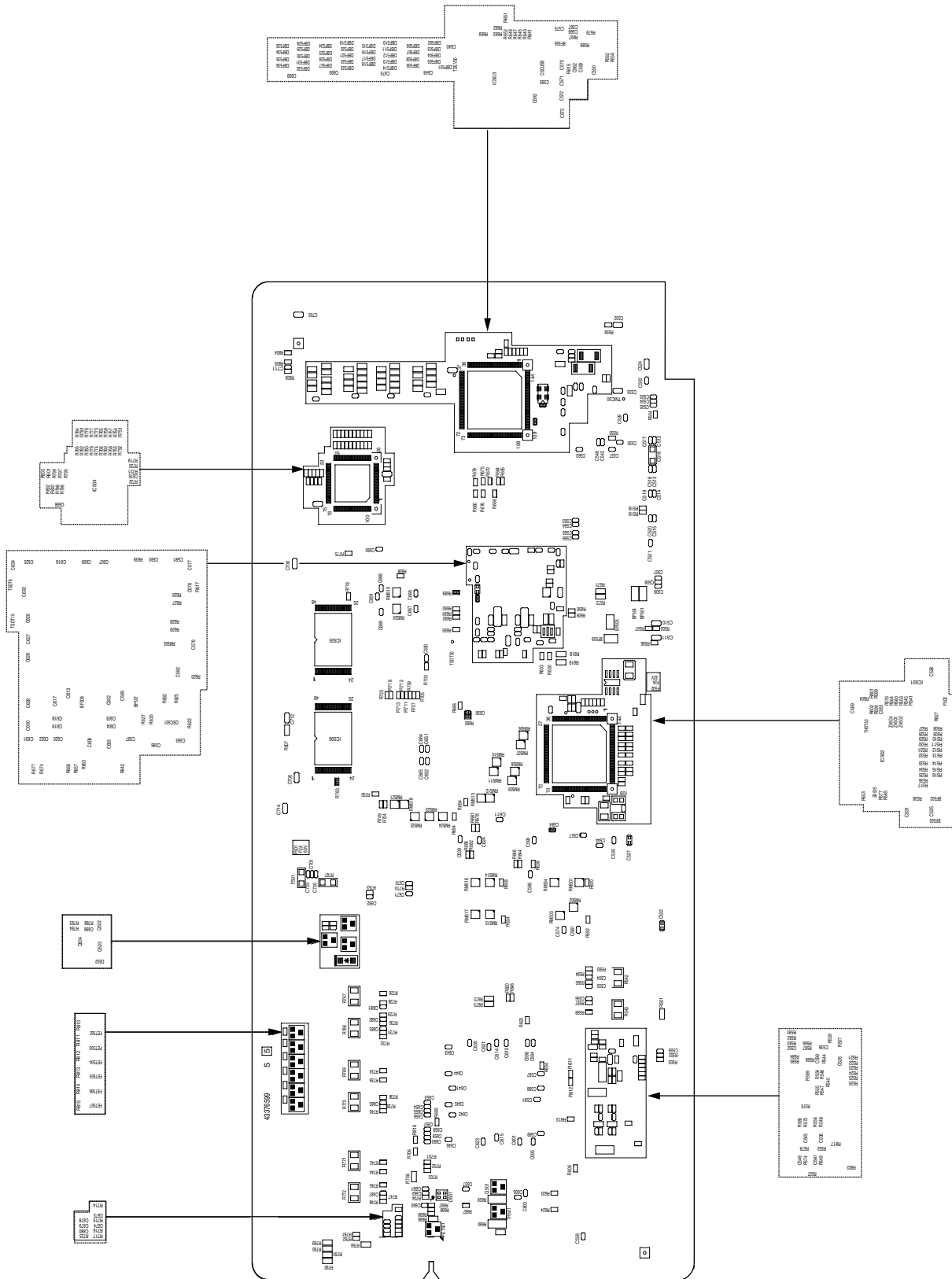


(2) Main circuit board PCB used for C3520MFP(M32-3 PCB)

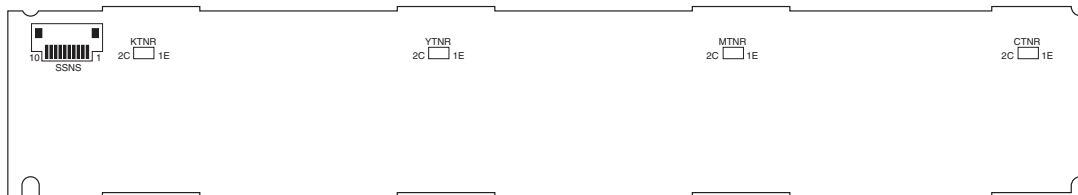
Component side



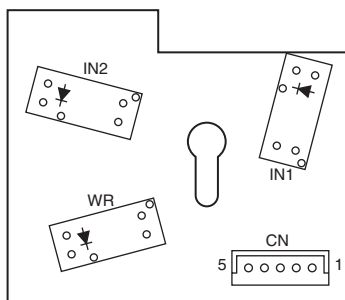
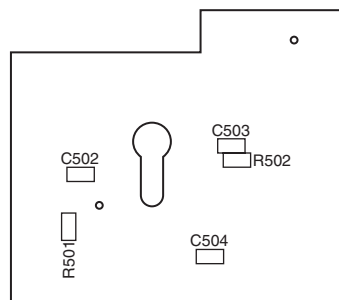
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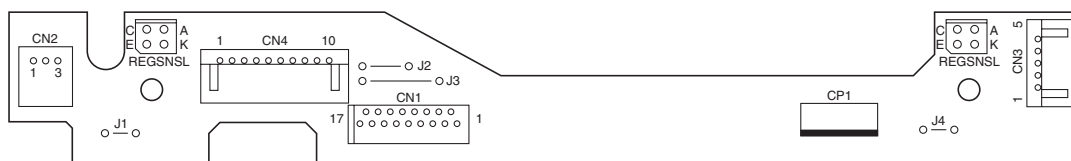
(3) Toner sensor circuit board (PRE PCB)



(4) Front sensor circuit board (MIP PCB)

Component sideSolder side

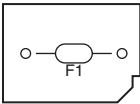
(5) Rear sensor relay circuit board (ZAK PCB)



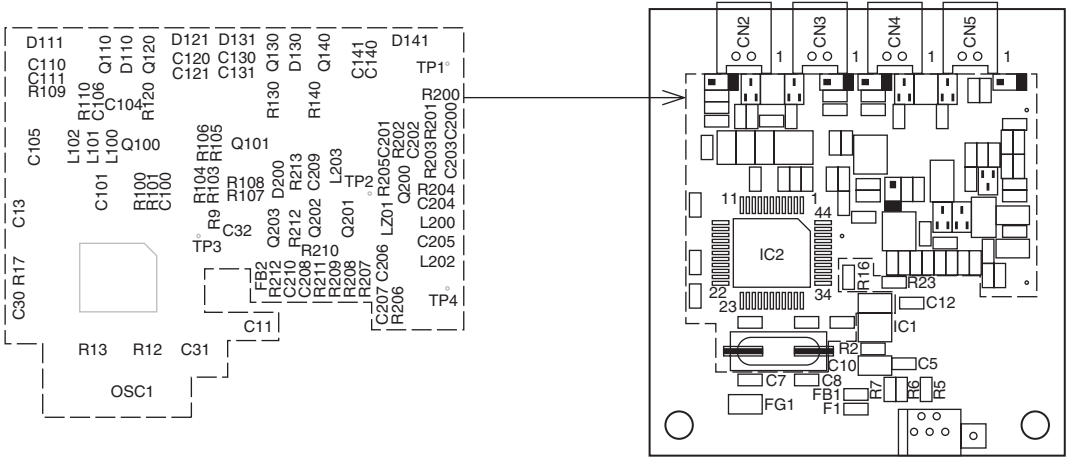
(6) ID circuit board (CUR PCB)

Component side

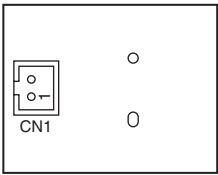
Solder side



(7) RFID reader –writer circuit board (LUM PCB)

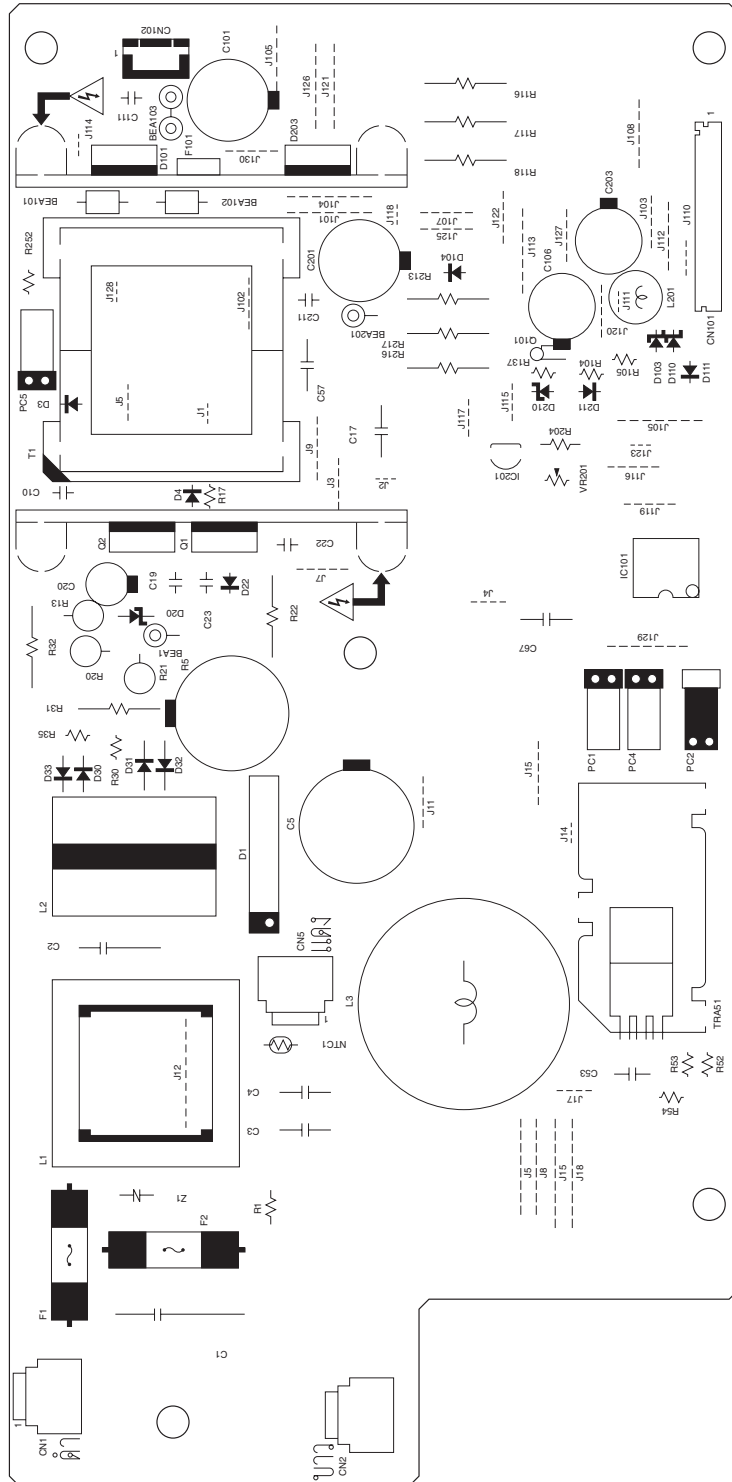


(8) RFID antenna PCB (POL PCB)

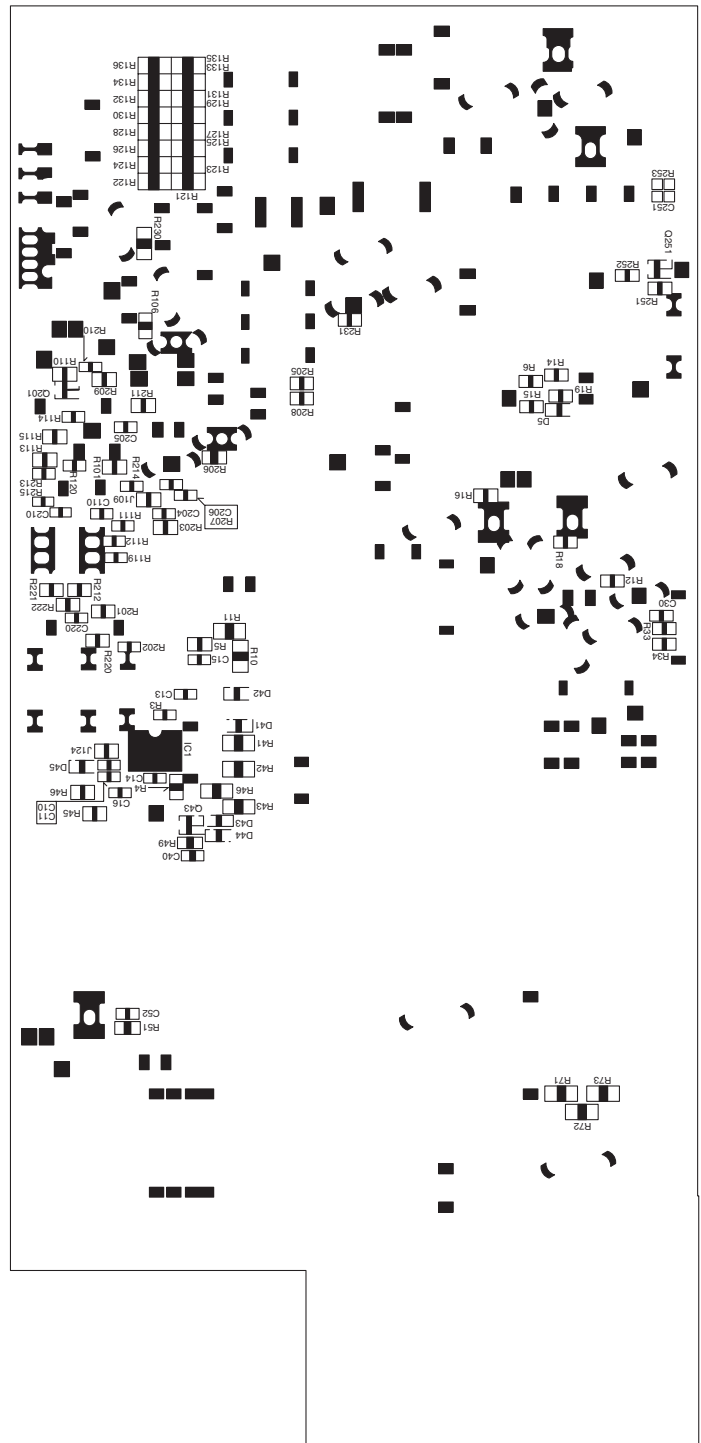


(9) Low-voltage power supply PCB

Component side

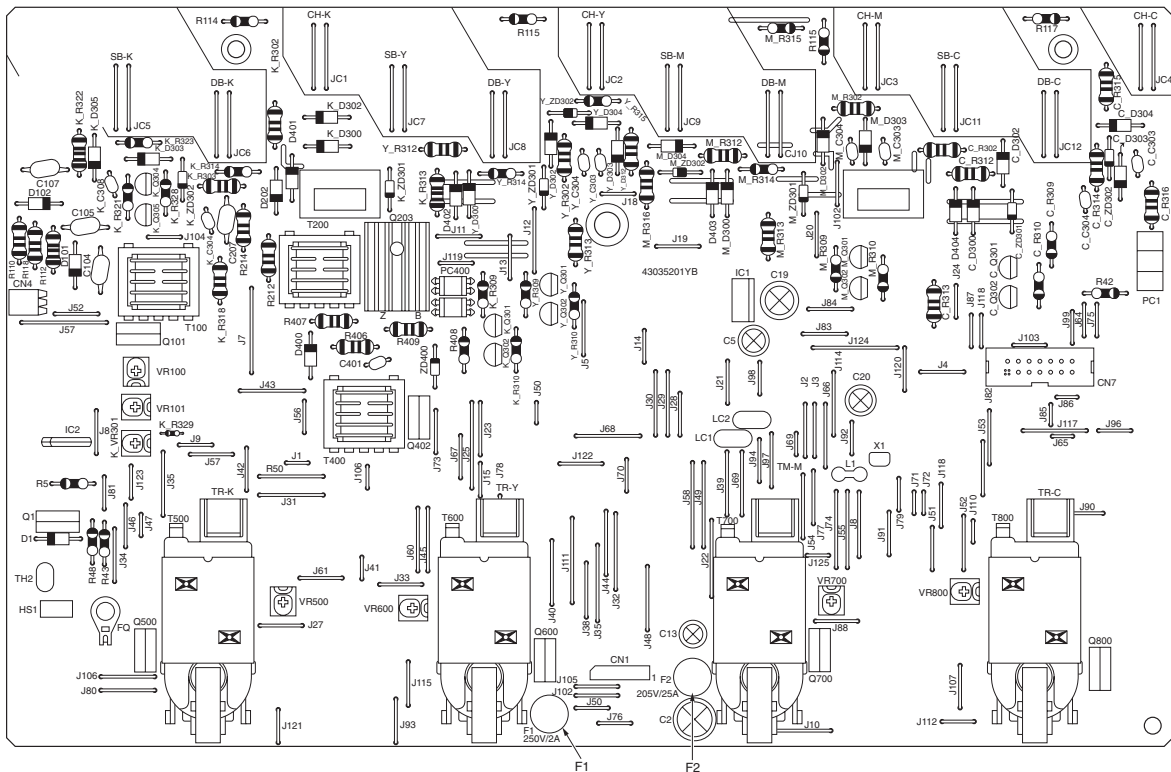


Solder side

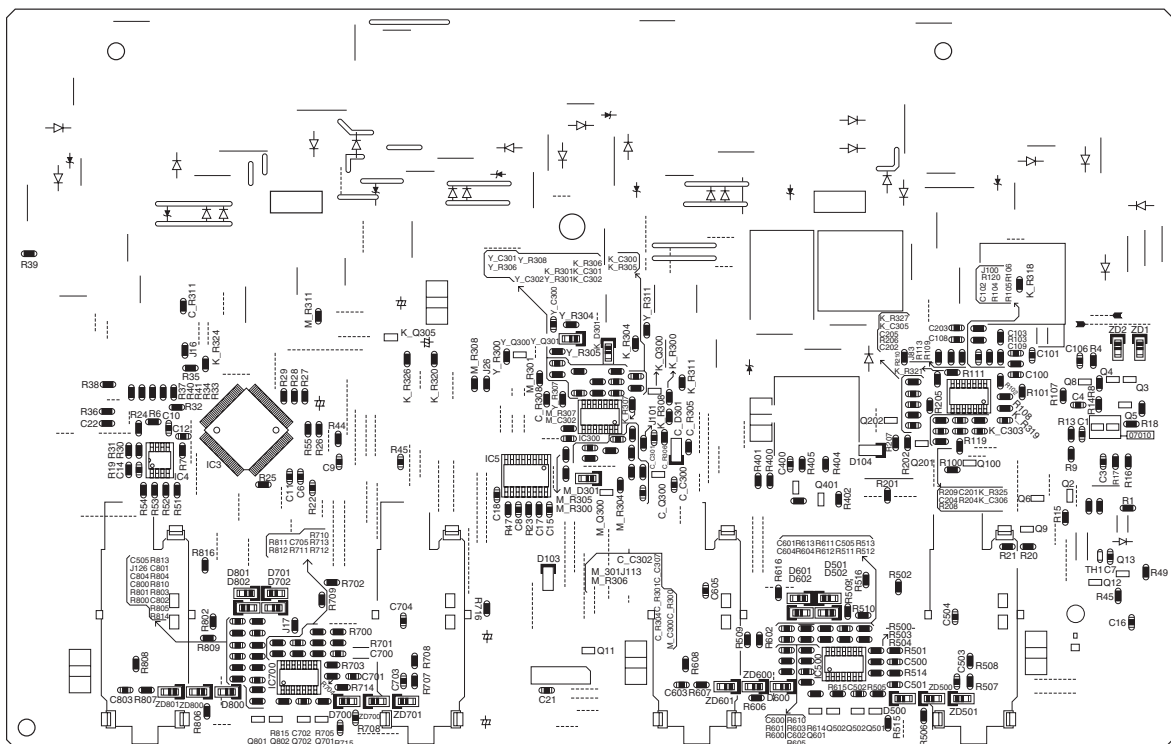


(10) High-voltage power supply PCB

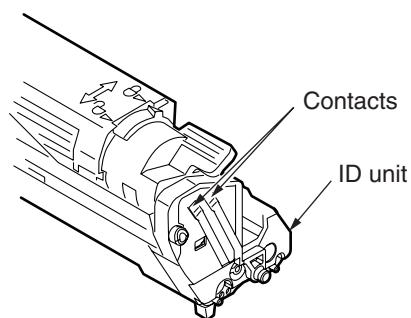
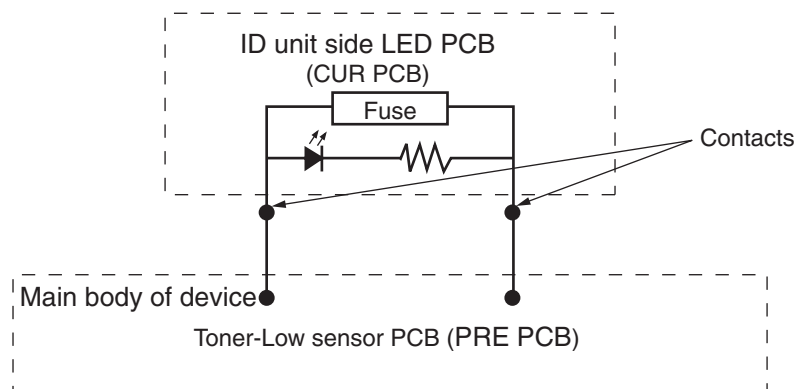
Component side



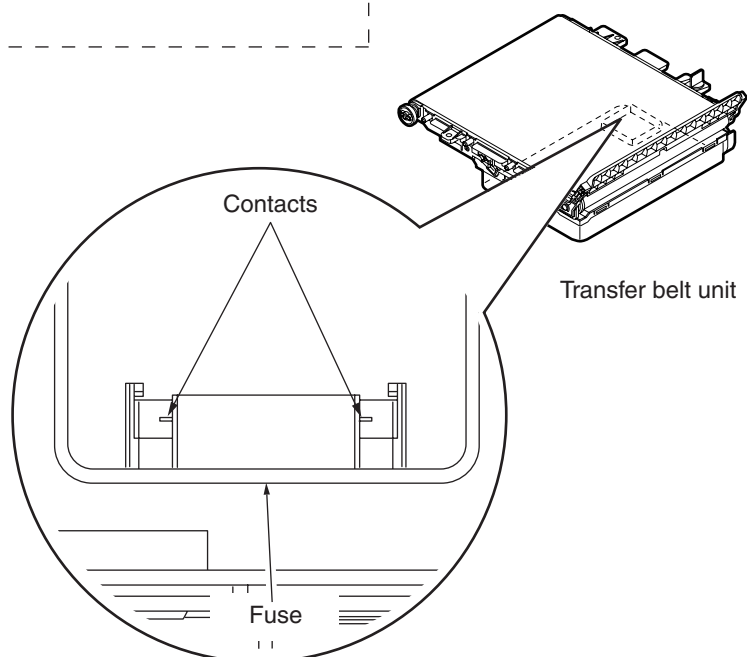
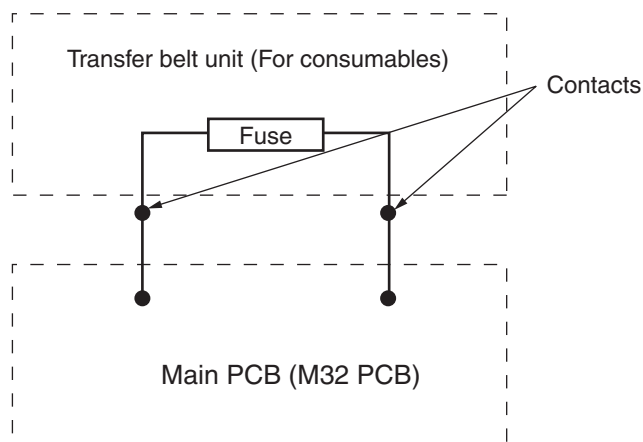
Solder side



(11) ID unit

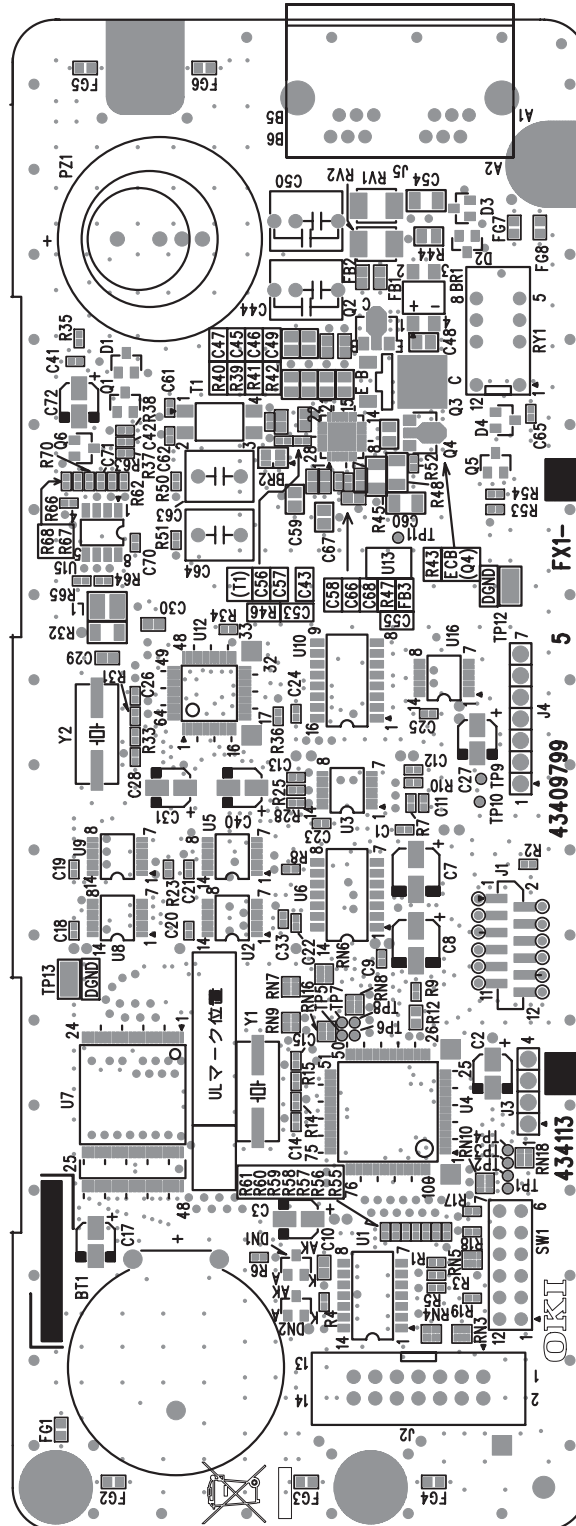


(12) Transfer belt unit



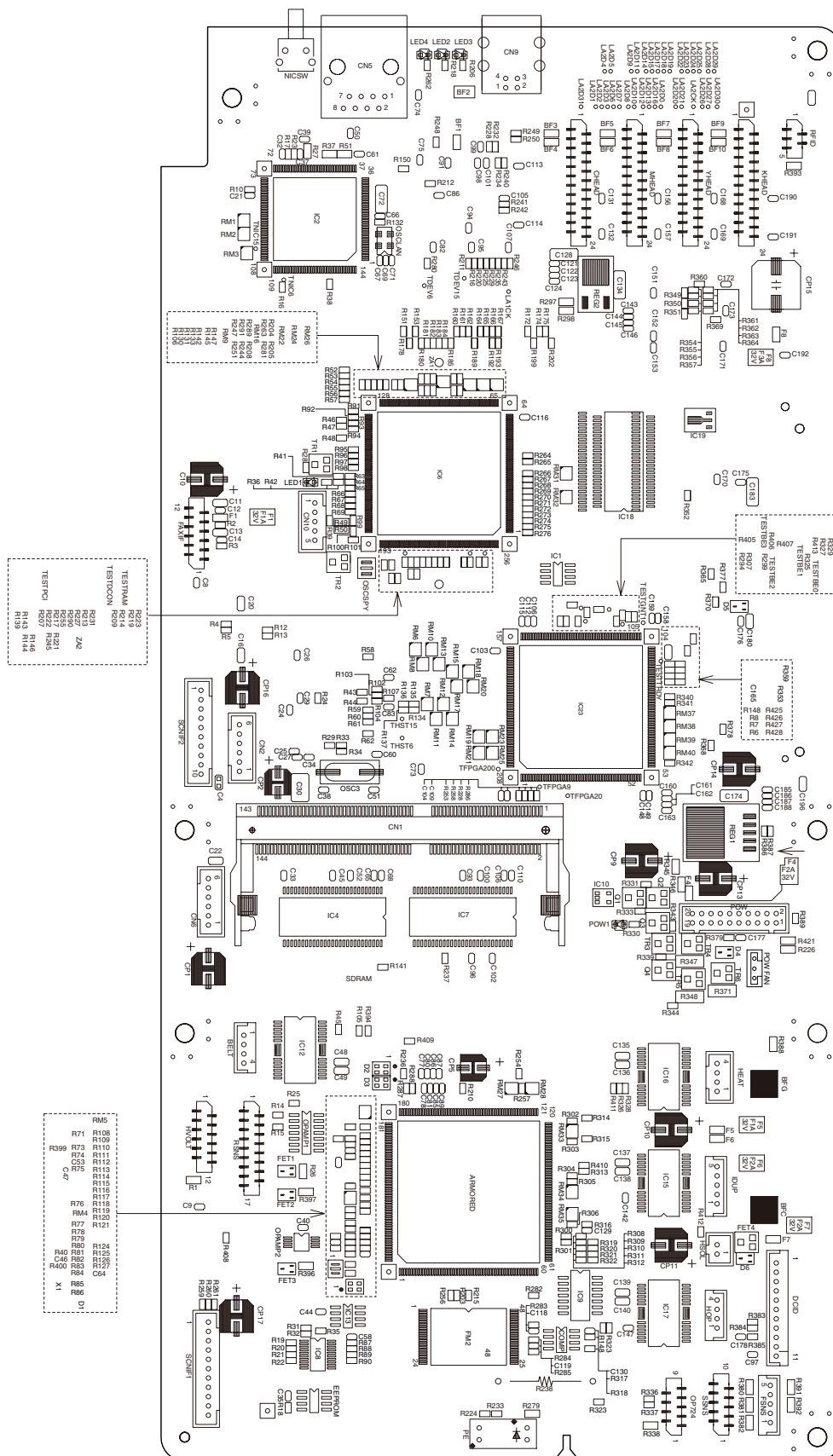
(13) FAX circuit board PCB used for C3530MFP (FX1-PCB)

Component side
Solder side

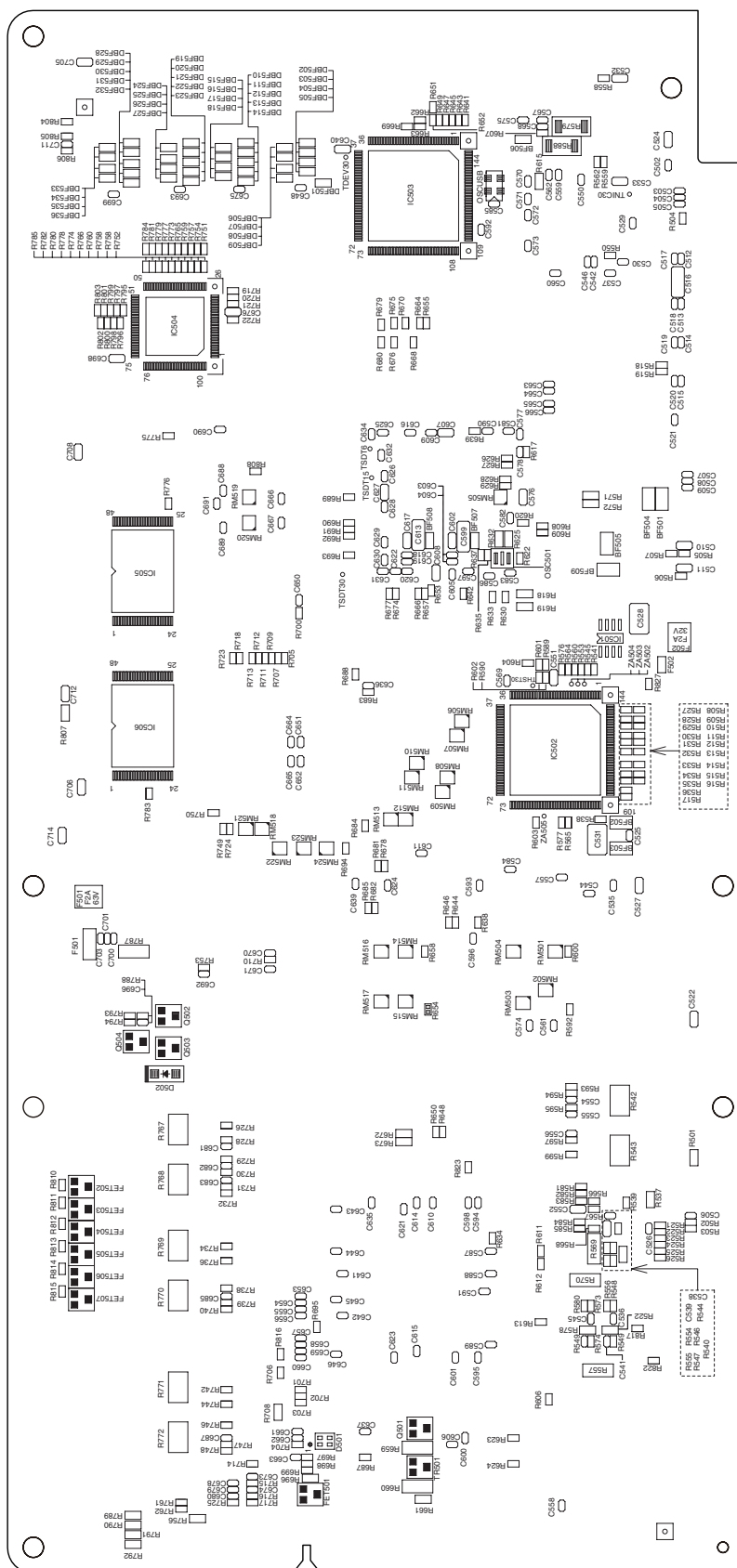


(14) Main circuit board PCB used for only C3530MFP CHN-M (M32-6PCB)

Component side

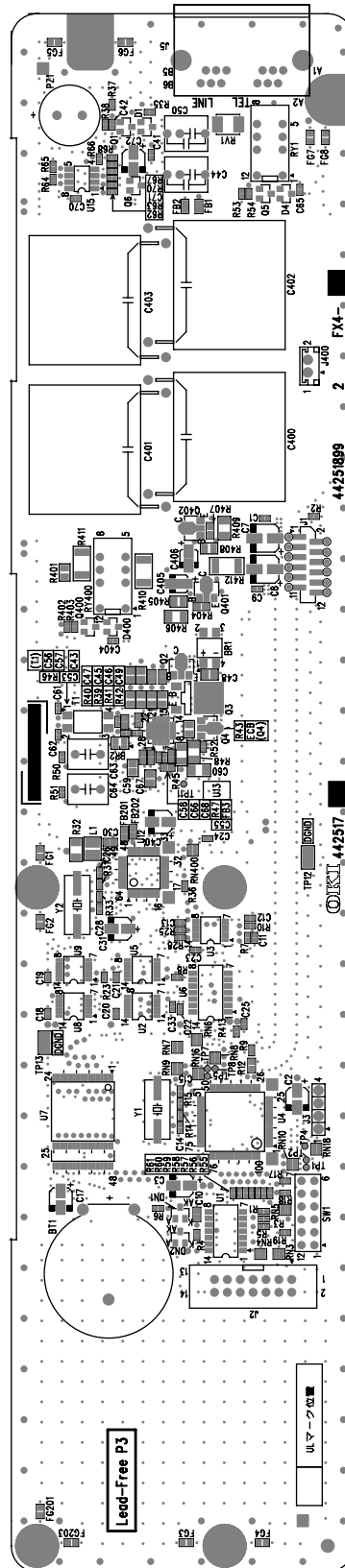


Solder side

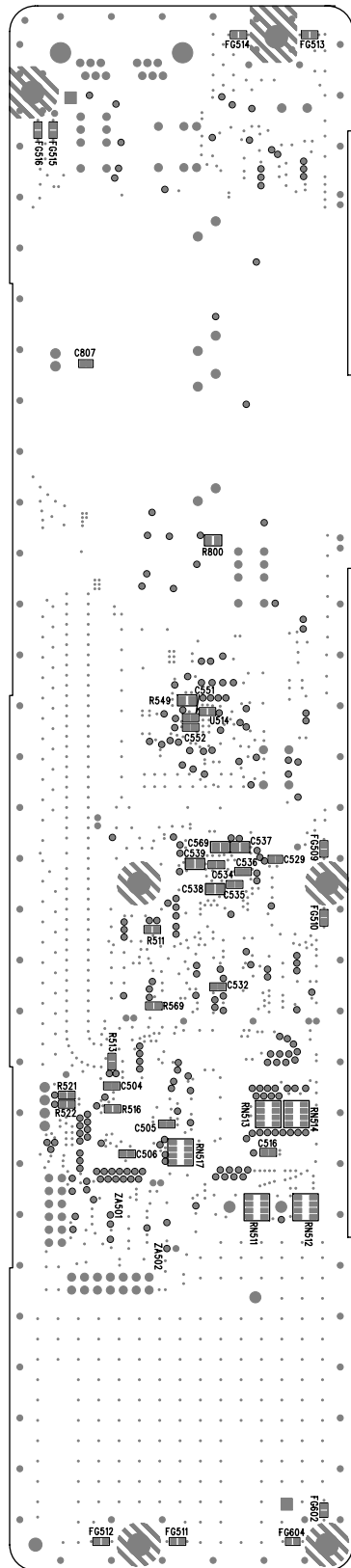


(15) FAX circuit board PCB used for only C3530MFP CHN-M (FX4-PCB)

Component side

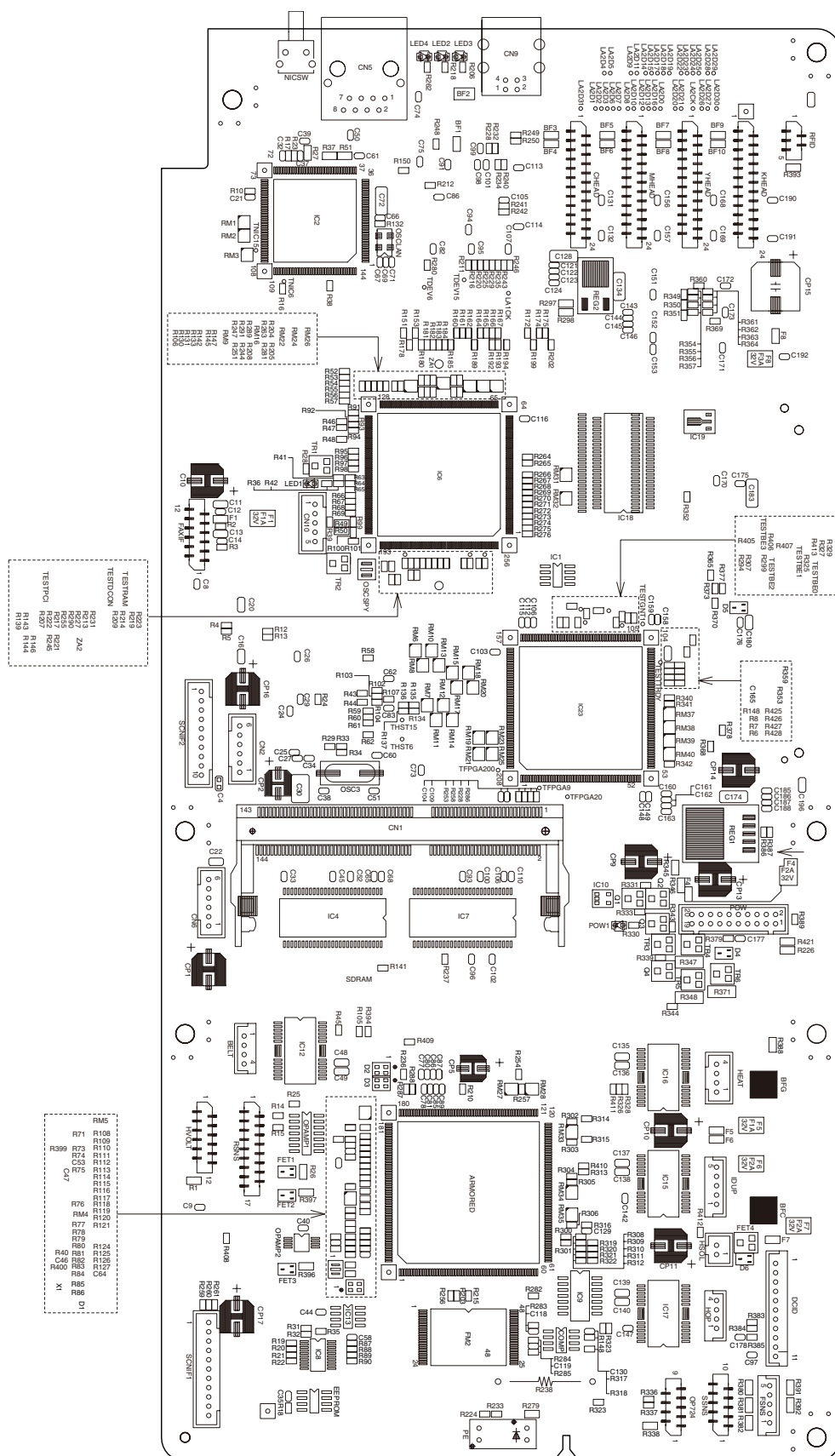


Solder side

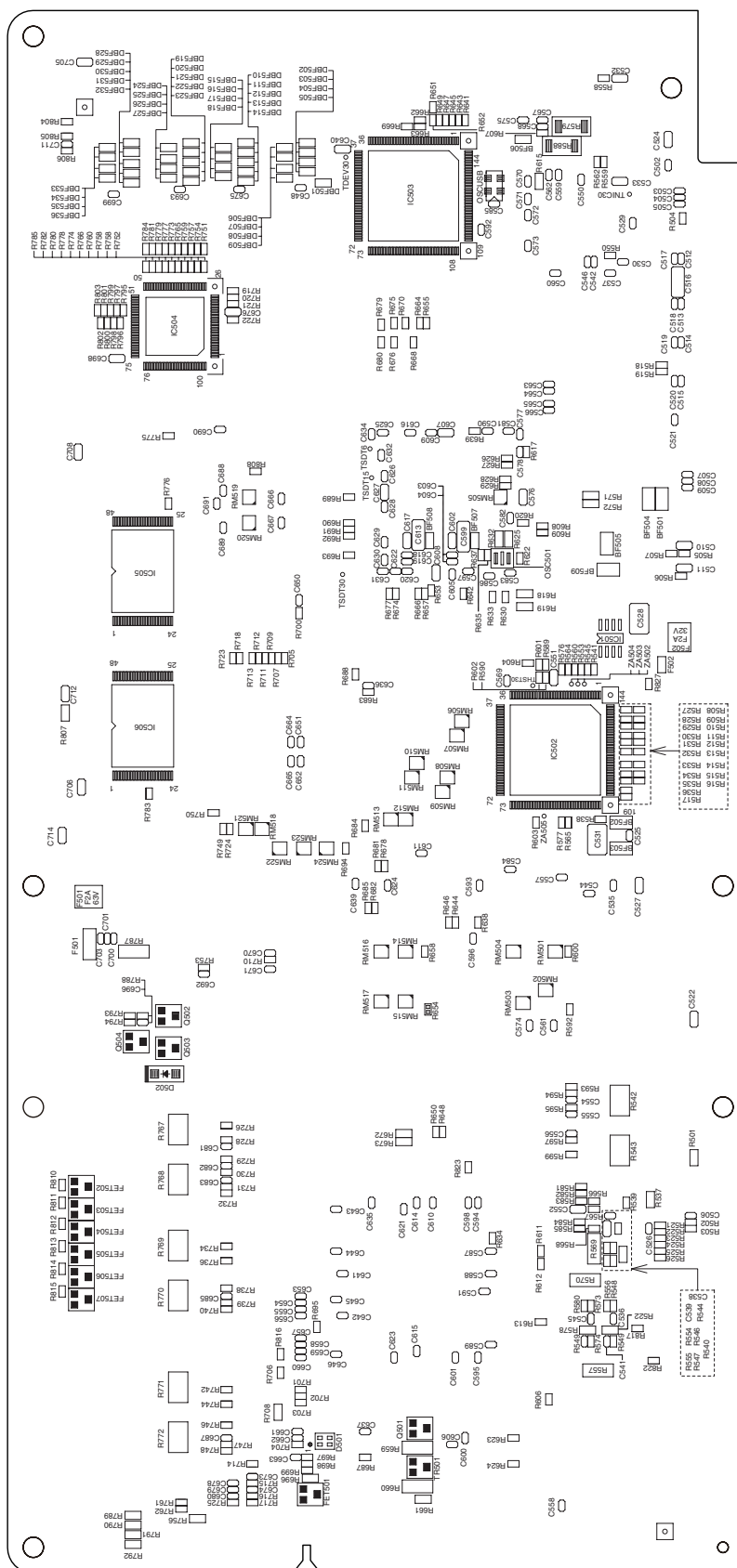


(16) Main circuit board PCB used for MC360(M32-4 PCB)

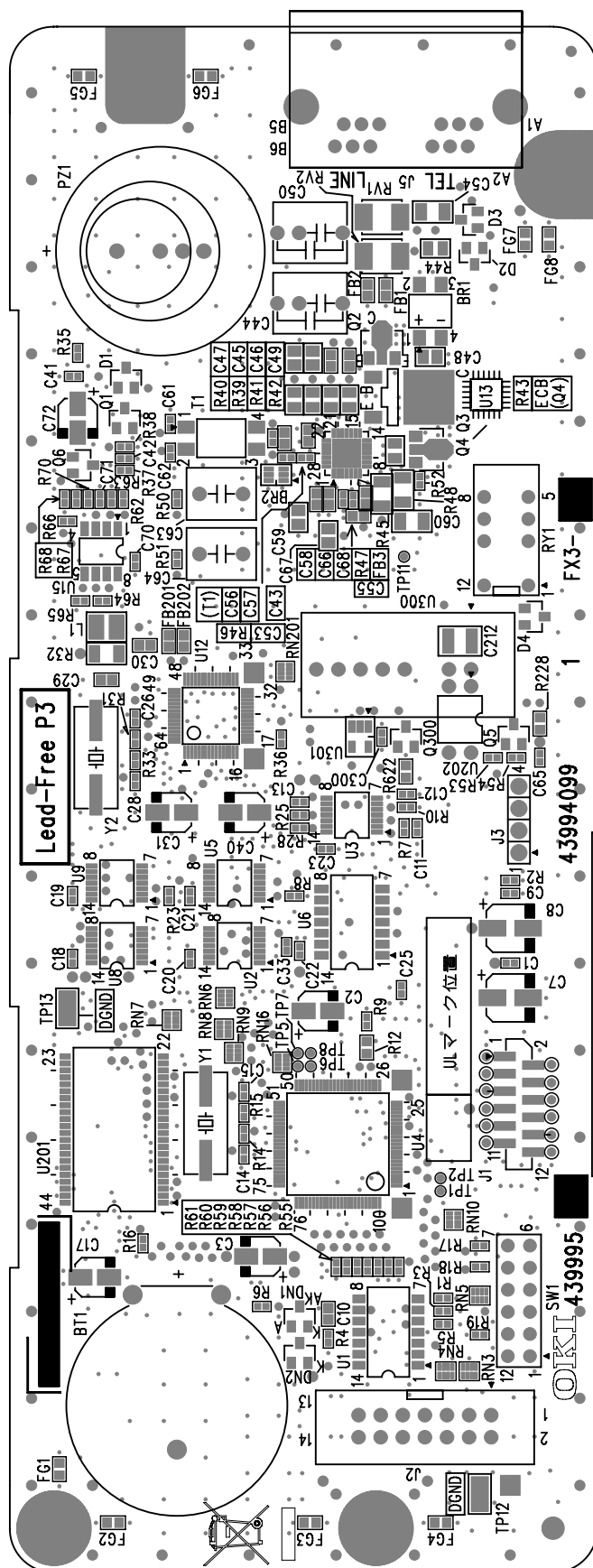
Component side

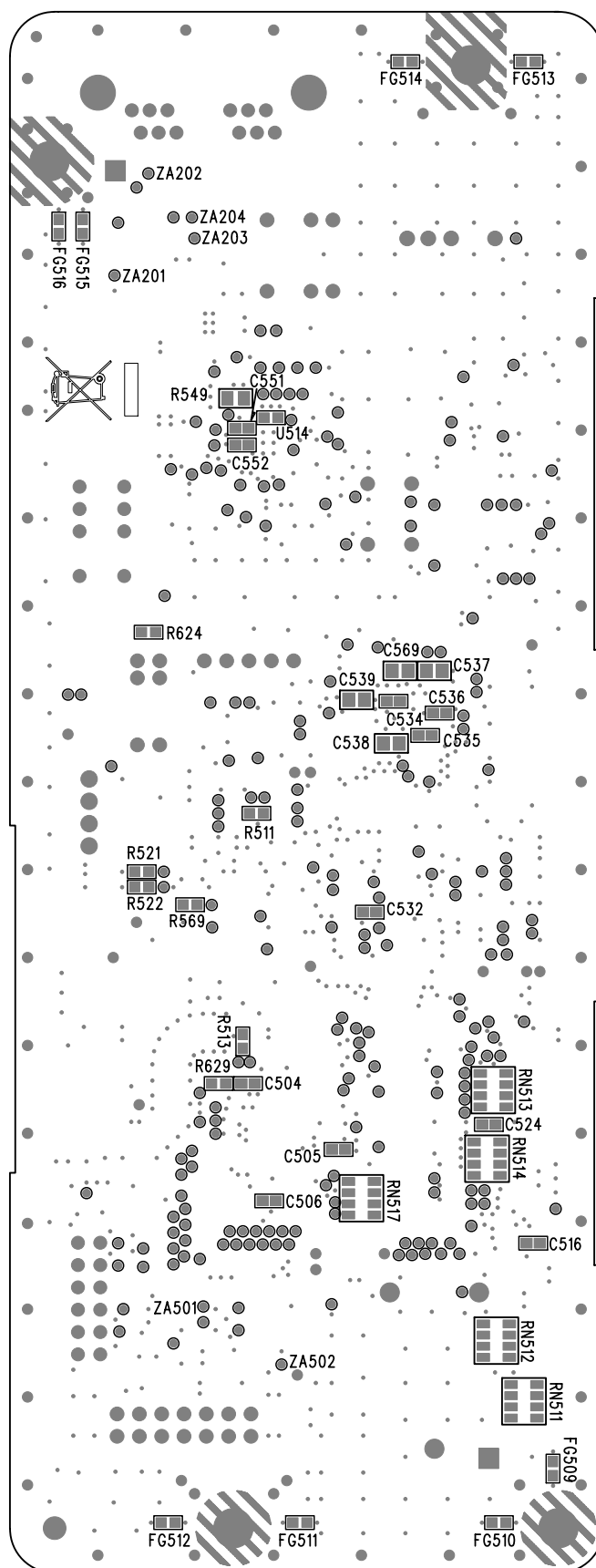


Solder side



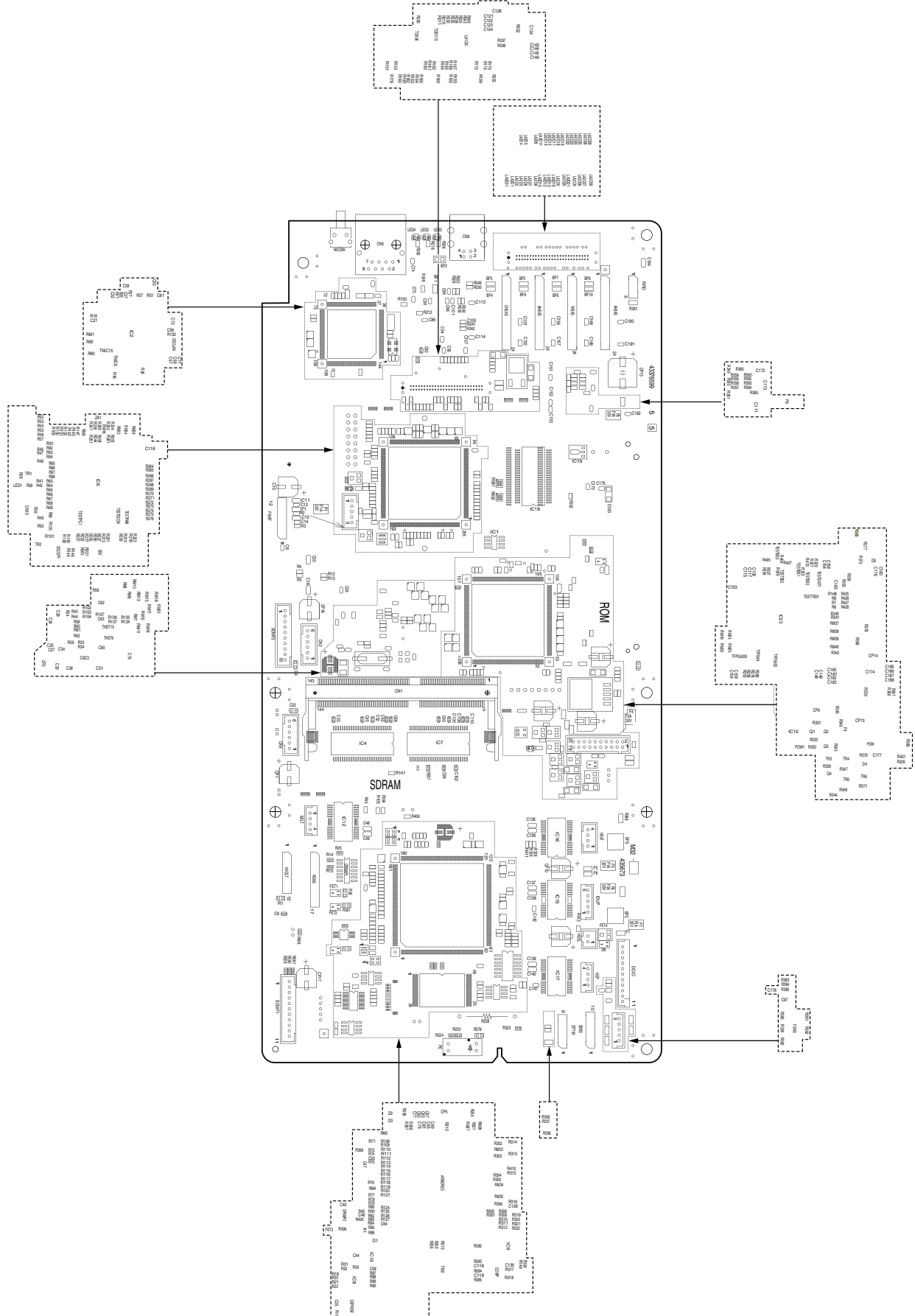
(17) FAX circuit board PCB used for MC360 (FX3-PCB)





(18) Main circuit board PCB used for MC350(M32-7 PCB)

Component side



Solder side

